Symantec™ Web Security Implementation Guide

symantec™

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As part of Symantec Security Response, our global technical support group maintains support centers throughout the world. Our primary role is to respond to specific questions on product feature/function, installation, and configuration, as well as to author content for our Web-accessible Knowledge Base. We work collaboratively with the other functional areas within Symantec, such as Product Engineering and our Security Research Centers, to provide alerting services and virus definition updates for virus outbreaks and security alerts.

Highlights of our offerings include:

- A range of support options that give you the flexibility to select the right amount of service for any size organization.
- Telephone and Web support components that provide rapid response and up-to-the-minute information.
- Upgrade assurance that delivers automatic software upgrade protection.
- Content updates for virus definitions and security signatures that ensure the highest level of protection.

- Global support from Symantec Security Response experts that is available 24x7 worldwide in a variety of languages.
- Benefits such as the Symantec Alerting Service and Technical Account Manager role that offer enhanced response and proactive security support.

Please reference our Web site for current information on Support Programs.

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- Operating system
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- Description of problem
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- Latest information on product updates and upgrades.
- Information on upgrade insurance and maintenance contracts.
- Information on Symantec Value License Program.
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March 1, 2003

Read this first

Symantec Web Security offers antivirus protection and content filtering for a comprehensive solution for protecting Web traffic on your network.

- Antivirus protection: Industry-leading antivirus technology, featuring Symantec's patented Bloodhound™ technology, which heuristically detects new and unknown viruses
- Content filtering: Award-winning content filtering and Web access control software, with patented Dynamic Document Review™ (DDR) scanning technology

You activate comprehensive antivirus protection and content filtering by license. To activate a license, you must have the serial number required for activation. The serial number is printed on the Symantec Serial Number Certificate for the product.

Note: The Symantec Serial Number Certificate is not part of the Symantec Web Security software distribution package. The Symantec Serial Number Certificate is mailed separately and should arrive in the same time frame as your software.

Where to start

This guide contains all of the instructions necessary to install and manage the antivirus protection and content filtering.

- Section 1: About Symantec Web Security

  For both antivirus protection and content filtering, review Section 1 of this guide to become familiar with the design and organization of the software.

  Read Chapter 1, "How Symantec Web Security works" on page 25, as well as Chapter 2, "Understanding Symantec Web Security" on page 35. Several concepts must be thoroughly understood in order to maximize the software's effectiveness. Careful and thoughtful planning gives you the control you want and eliminates end-user confusion.

- Section 2: Installing and licensing

  For licensing, follow the instructions in Section 2. The license automatically activates both antivirus protection and content filtering. This section also covers how to integrate Symantec Web Security with SESA.

  Verify that your system meets the minimum requirements before installing.

- Section 3: Getting started

  For both the antivirus protection and content filtering, Section 3 explains how to access the software, set administrative options, and configure your network for proper operation.

- Section 4: Content filtering

  Section 4 explains how to establish and manage content filtering and access control features.

- Section 5: Antivirus protection

  Section 5 explains how to configure antivirus protection.

  After installation, you must make sure that you always have the necessary information to detect and remove newly discovered viruses.

  See "Keeping protection current through LiveUpdate" on page 284.

Symantec Web Security is a powerful, flexible software solution to protect and manage Web traffic. It includes both network-wide coverage that applies to all users and policy-based coverage that applies to specified users, computers, or groups. Although it may seem a daunting task to understand and configure a fully customized installation, it is a relatively simple task to establish blanket coverage for your network.

For more information on establishing a protection policy for your network, or on Web security concepts, see Chapter 5, "Activating and configuring Symantec Web Security" on page 85 for the steps required to establish and enable network-wide protection. After you complete these procedures, your network is protected. In many cases, this is sufficient. For others, it is a starting point from which you can adapt to your particular network requirements.

Contents

Section 2 Installing and Licensing

Chapter 3 Preparing for installation

Chapter 4 Installation

Chapter 5 Activating and configuring Symantec Web Security

Chapter 6 Integrating Symantec Web Security with SESA

Section 3 Getting started

Chapter 7 Understanding the user interface

Chapter 8 Administering Symantec Web Security

Chapter 9 Working with the System object

Section 4 Content filtering

Chapter 10 Establishing system-level filtering settings

Chapter 11 Understanding hierarchical administration

Chapter 12 Working with the Client object

Chapter 13 Working with the User object

Chapter 16 Customizing dictionaries

Section 5 Antivirus protection

Chapter 17 Antivirus protection

Appendix A Using the content filtering component: examples

Section 1

About Symantec Web Security

Chapter 1

How Symantec Web Security works

This chapter includes the following topics:

What is Symantec Web Security?

Symantec Web Security is a proxy server that runs on your Internet server. A proxy server is an application that acts as a gateway between your network and the Internet. If a client computer requests a document, it asks the proxy server to retrieve the document instead of retrieving the document directly. Because Symantec Web Security acts as the proxy between your network and the Internet, the software provides effective access control and antivirus protection.

The protocols proxied by Symantec Web Security are:

- Hypertext Transfer Protocol (HTTP)
- Hypertext Transfer Protocol Secure (HTTPS) (standard port only)
- File Transfer Protocol (FTP) (browser-based only)

Note: Because nonbrowser FTP clients (either command-line utilities or graphical utilities such as WS_FTP or CuteFTP) establish FTP sessions directly with FTP hosts, such FTP traffic is not scanned by Symantec Web Security. Administrators should block this traffic at the firewall.

Directory service support in Web Security 3.0

Symantec Web Security can be configured to work with a directory service that resides on your network in order to authenticate its users and groups. With this feature, a connection between Symantec Web Security and your directory service enables directory service users and groups to receive content filtering and virus scanning without having to be added to Symantec Web Security. The software can be configured to support directory service users and groups in one of two ways:

- Authenticate the directory's users and groups without adding them to Symantec Web Security's local database.

  In this case, only system-wide settings apply to the directory's users and groups.
- Add the directory's users and groups to Symantec Web Security.

  In this case, individual settings may be established for the users and groups by a Symantec Web Security administrator. Individual settings take precedence over system settings.

Symantec Web Security supports the following types of directory services:

- Microsoft™ NT™ system user

- Sun™ Solaris™ system user
- Remote Authentication Dial In User Service (RADIUS)

  You must have the appropriate Symantec Web Security license to receive RADIUS support.
- Lightweight Directory Access Protocol (LDAP)

  Symantec Web Security works with the following LDAP platforms: Sun ONE, Microsoft™ Active Directory™, and IBM® SecureWay®.

Only one form of directory service can be supported at any time. The default directory service is Virtual Users Only, in which case no external directory service is supported.

You can configure Symantec Web Security to work with a directory service through the Modify method for the System object.

See "Defining a directory service connection" on page 170.

Upgrading to Symantec Web Security 3.0 may affect the disposition of users and groups.

See "How upgrading affects user and group disposition" on page 68.

Policy-based versus system-wide settings

The content filtering and virus protection features of Symantec Web Security can be applied universally across your entire network. Content filtering settings can be further customized to provide different levels of filtering to individual objects as necessary.

About policy-based settings

The content filtering features of Symantec Web Security can be established on a per-user, per-computer, or per-group basis, which provides flexibility in establishing and enforcing your site's acceptable-use policies for Web access. Individual users or groups of users can have different filtering settings. The per-user, per-computer, and per-group controls are available for content filtering and Internet access control.

About system-wide settings

For virus protection, one level of protection is established for your entire network. You set your site's preferences for blanket virus protection across your network. The per-user, per-computer, and per-group controls are not applicable for virus protection.

You can make content filtering settings system wide by setting only the system defaults for filtering. These default settings apply to all users, clients, and groups that have not had individual filtering settings established.

Symantec Web Security objects

Each Symantec Web Security object represents an entity that can be manipulated to customize the security features of the software. Symantec Web Security uses intuitive methods for manipulating these objects.

The following objects can be manipulated.

Table 1-1 Symantec Web Security objects

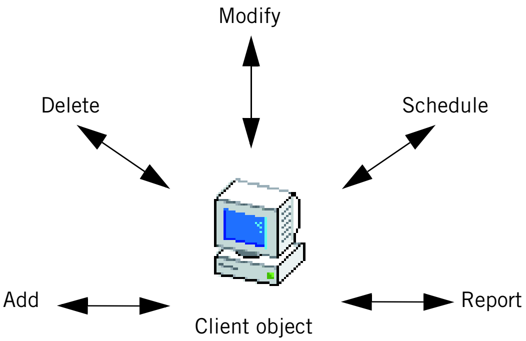
Object	Symbol	Description
Client	🖥	A computer connected to the network with a unique IP address. Clients can be given unique permissions that apply regardless of which user uses the computer.
User	👤	A person using your network. Users can be given unique permissions regardless of which computer on the network they use.
Group	👥	A collection of users or clients that can be designated to operate in a specific manner. Permissions assigned to a group apply to all members of the group. User and Client objects may belong to only one group at a time.
AntiVirus	01110	Manipulating the AntiVirus object lets you establish settings for controlling how antivirus activity is carried out on your network, including how traffic is monitored for viruses and what to do if a virus is found, which files are to be scanned under what protocols, how to handle container files, and how virus activity is reported.
List	🗒	An object that contains Uniform Resource Locators (URLs) that control access to certain sites. Lists can be uniquely applied to Client, User, and Group objects or to the system defaults to allow or restrict access to the URLs contained in the list.

Table 1-1 Symantec Web Security objects

Object	Symbol	Description
Dictionary		The Dynamic Document Review (DDR) dictionaries contain words and phrases used to dynamically score pages as the material is downloaded from the Web. Based on the score, access to Web sites is blocked or allowed. The DDR rules supplied by Symantec include context-sensitive information.
System		An object that represents the server running Symantec Web Security. The default properties for the software are established using the System object, including configuring the software based on your particular network setup. System default settings for filtering are also established using the System object.
LiveUpdate		Manipulating the LiveUpdate object lets you update virus definitions and list and dictionary downloads, generate LiveUpdate reports, and view content license status.

Symantec Web Security methods

The Symantec Web Security objects are manipulated using methods. Use methods to change the permissions or the functionality for each object. Five basic methods can be applied to objects to provide the per-client, per-user, and per-group control for content filtering and access control.



Not all methods are available for each object (for example, the System object cannot be added or deleted), and some objects have more methods than the standard five. The following table describes the methods available in Symantec Web Security.

Table 1-2 Symantec Web Security methods

Method	Description
Add	Lets you add objects to Symantec Web Security.
Delete	Lets you remove objects from Symantec Web Security.
Modify	Lets you adjust the settings for defined objects. For example, URLs can be added to and deleted from lists, and group memberships can be modified with the Modify method.
Schedule	Lets you define default access permissions, as well as schedule filtering events that can alter access permissions based on date, time of day, or day of the week.
Report	Shows the activity for various objects. Reports can include, for example, Web sites that a Client, User, or Group object has visited on the Internet or URLs that have been added to a List object.

There are additional methods available for the AntiVirus and LiveUpdate objects.

Table 1-3 Additional methods

Method	Description
Policy	Lets you establish settings to control how virus protection is carried out on your network, including how traffic is monitored for viruses and what to do if a virus is found.
Configuration	Lets you select which types of files to scan under specific protocols.
Container	Lets you establish settings for handling container files.
Report	Lets you examine virus protection activity on your network.
LiveUpdate	Lets you download new virus definition files and lists and dictionaries, generate LiveUpdate reports, and view content license status.

Hierarchy of access permissions

When establishing policy-based filtering and access control, you must understand the priorities that the software assigns to different access permissions that are set for Symantec Web Security objects. For example, if a client computer is locked (no Internet access is allowed from that computer) and a user with unfiltered and unrestricted access permissions tries to use the computer, which permission has priority?

The default settings for Symantec Web Security specify that client and client group permissions take priority over user and user group permissions. You also can reverse the hierarchy for object access permissions by specifying that user and user group permissions take precedence over client and client group permissions.

See “Modifying other system attributes” on page 145.

	Client has priority	User has priority
Highest priority	Client permissions	User permissions
	Client’s group permissions	User’s group permissions
	User permissions	Client permissions
	User’s group permissions	Client’s group permissions
Lowest priority	System permissions	System permissions

In the example above, whether or not the user can access the Internet from the client depends on which object (user or client) permissions have priority. If client permissions have priority, the user, regardless of the assigned access permissions, has no Internet access from the locked computer. If user permissions have priority, any user with access permissions can browse from the client, regardless of the client settings.

Because you can schedule events for each object, the events for objects with the highest priority supersede the events and default permissions for the objects below them. For example, if a user’s permissions are set to Locked (no Internet access permitted) and a client group called Room 141 is scheduled to have guest access with filtering turned on for computers in Room 141 (and client permissions have priority), then the user has filtered Internet access in Room 141 and is locked from other clients not in that group.

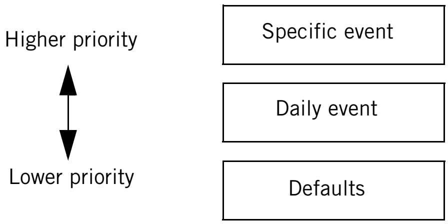
Hierarchy of events

Filtering is scheduled in terms of events. Three types of events can be scheduled:

- Specific events are scheduled for a specific date and time, such as July 27, 2002, from 2:00 PM to 3:00 PM. A specific event has the highest priority. After a specific event is past, it drops automatically from the system.
- Daily events reoccur each specified day, such as every Monday and Wednesday from 11:00 AM to 1:00 PM. You must delete daily events (the event continues to occur as specified until you cancel the event).
- Default settings apply when no other event is in effect. The System object has a default event, which cannot be deleted and applies to all defined users unless other events are scheduled. Default events can also be scheduled for other individual objects as necessary.

  Objects, with the exception of the System object, are not required to have a default event. Clients, users, and groups inherit their default settings from the system defaults unless you specifically change the default settings for that object.

In addition to the hierarchy of object permissions, types of events also have specific priorities.



For example, you can schedule the computers in a school library to be locked by default; then schedule a daily event that allows filtered Internet access on Monday through Thursday from 10:00 AM to 2:00 PM. You can also schedule a specific event on Monday, August 14, 2001, for a faculty workshop with unfiltered Internet access from 11:00 AM to 1:00 PM. The specific event for Monday, August 14, overrides the daily event that occurs every Monday.

Ranking of groups

If you are using Symantec Web Security with a directory service, it is possible to have users who are members of more than one group. For example, a user might be a member of a virtual group and an LDAP group that has been added to Symantec Web Security.

A user cannot be a member of more than one virtual group.

Groups are ranked so that precedence of settings is established. Initially, rank is determined by the order in which they are created in or added to Symantec Web Security.

To view the current ranking of groups

1. On the main administration page, click the **Modify** shortcut for the Group object.
2. Click **Modify Group Ranking**.

Settings for the group that appears first on the list take precedence, settings for the group ranked second take second precedence, and so on. You can change the ranking of groups through the Modify method for the Group object.

See "Modifying group ranking" on page 257.

Chapter 2

Understanding Symantec Web Security

This chapter includes the following topics:

- Overview
- Virus protection
- Content filtering

Overview

Symantec Web Security is a powerful, flexible software solution for protecting and managing Web traffic. To achieve the desired level of protection requires an understanding of several key concepts. This chapter will familiarize you with these Web security concepts. Review the information in this chapter to simplify your setup and help you achieve the level of protection that you want on your network.

Virus protection

Symantec Web Security protects your network against virus attacks by scanning all HTTP and FTP traffic that passes from your browser through your firewall for viruses. You can specify the specific file types that are scanned for viruses. If a virus is detected, Symantec Web Security can be configured to do any of the following:

- Eliminate the virus automatically.
- Deny access to the infected item.
- Log the virus detection.
- Forward the infected item to the separately installed Quarantine.

Operation is transparent to users, with little performance degradation to the network.

Virus detection methods

Symantec engineers work around the clock tracking reported outbreaks of computer viruses to identify new viruses. Once identified, information about the virus (a virus signature) is stored in a virus definitions file. When Symantec Web Security scans for viruses, it searches for these telltale virus signatures. Each time a new virus is discovered, its virus signature is added to the virus definitions files.

The LiveUpdate feature makes sure you are not at risk of infection by newly discovered viruses. Updated virus definitions files, which contain the necessary information to detect and eliminate viruses, are supplied by Symantec at least every week and whenever a new virus threat is discovered. LiveUpdate connects automatically to a Symantec site, downloads the proper files, and installs them in the proper location. Your site stays secure from viruses without interruption in protection.

To supplement detection of virus infections by virus signature, Symantec Web Security includes the Symantec patented Bloodhound technology, which heuristically detects new or unknown viruses. New viruses discovered by this technology can be forwarded to a separately installed Quarantine Server to prevent them from spreading, then sent to Symantec Security Response for analysis. A new set of definitions that detects and removes the virus is returned to update the Symantec Web Security installation.

You can schedule LiveUpdate to run more often than weekly through the LiveUpdate method for the LiveUpdate object.

See “Keeping protection current through LiveUpdate” on page 284.

Content filtering

Content Category Lists and Dynamic Document Review (DDR) combine to provide effective filtering of Web content. Lists contain URLs for which to allow or deny access. Dictionaries contain words and phrases used to score Web content. Depending on the list, access to the URLs contained in the list may be restricted or allowed, and the corresponding dictionary may or may not be used by DDR to score Web content.

Filtering lists

Symantec Web Security uses filter lists to control access to Internet sites. Predefined Content Category Lists are included with the software, and you can create additional lists based on your specific needs.

Predefined lists

A number of predefined Content Category Lists come with Symantec Web Security. Symantec has populated these lists with URLs that contain related subject matter. The following table describes each predefined list and includes sample URLs that represent the list content. (If you believe that any of the URLs shown here are incorrectly categorized, please contact Symantec Service and Support.)

Table 2-1 Predefined lists

List	Description
Alcohol-Tobacco	Sites selling, promoting, or advocating the use of alcoholic beverages (including beer, wine, and hard liquors) and tobacco products (including cigarettes, cigars, and pipe and chewing tobacco). http://www.brownderby.com/ http://www.cigarettesbymail.com/

Table 2-1 Predefined lists

List	Description
Anonymous Proxies	Sites allowing Internet content to be retrieved on behalf of a user with the intent of obscuring the user's identity from the content server or obscuring the source of the content from content filtering software, or both. http://www.anonymizer.com/ http://www.idzap.com/
Crime	Sites providing instructions on performing criminal activities or acquiring illegal items, including defeating security, disabling, or otherwise interfering with computer systems (hacking or cracking); unauthorized use of telephone or communications equipment to place free calls or charge another's account for calls (phreaking); deactivating copy protection or registration schemes of software or hardware systems (pirating and warez); construction and usage of munitions such as pipe bombs, letter bombs, and land mines; and lock picking, spying, or general subterfuge and defeating of security measures. http://www.2600.com/ http://internetterrorist.com/
Drugs/Advocacy	Sites advocating the use of illegal drugs for medical and personal use. http://www.mpp.org/ http://www.norml.org/
Drugs/Nonmedical	Sites providing information on growth, distribution, and advocacy of drugs for nonmedical use (typically mood altering). Does not include alcohol or tobacco products. http://www.cannabis.com/ http://www.hightimes.com/
Entertainment/Games	Sites dedicated to games, gaming, game tips, game downloads, interactive games, and multiplayer games. http://www.wizards.com/ http://www.gamesdomain.com/
Entertainment/Sports	Sites dedicated to professional and amateur sports and sporting events. http://cnnsi.com/ http://www.espn.com/

Table 2-1 Predefined lists

List	Description
Finance	Sites dedicated to personal finance, banking, stock trading, and wealth accumulation. http://etrade.com/ http://cnbc.com/
Gambling	Sites dedicated to the promotion of or participation in wagering, gambling, casinos, or lotteries. http://www.valottery.com/ http://casinotreasureisland.com/
Humor	Sites dedicated to jokes, comedians, comic strips, "stupid news," email jokes, and other humorous material. http://www.emailjoke.com/ http://archiebonkers.com/
Interactive/Chat	Sites providing interactive communication services, such as Webchat, bulletin boards, and IRC. http://chat.yahoo.com/ http://cyber-beach.com/gateway.html
Interactive/Mail	Sites providing interactive electronic-mail services. http://www.hotmail.com/ http://www.rocketmail.com/
Intolerance	Sites advocating intolerance or hatred of a person or group of people. http://www.rahowa.com/ http://www.k-k-k.com/
Job Search	Sites dedicated to job searching, job listings, resume exchanges, and head hunting. http://www.jobsearch.com/ http://www.monster.com/
News	Sites providing news coverage of regional and international events and weather services. http://cnn.com/ http://www.weather.com/
Occult/New Age	Sites dedicated to occult and New Age topics including but not limited to astrology, crystals, fortune-telling, psychic powers, tarot cards, palm reading, numerology, UFOs, witchcraft, and Satanism. http://churchofsatan.org/ http://tarot.readers.com/

Table 2-1 Predefined lists

List	Description
Prescription Medicine	Sites dedicated to providing information on prescription drugs that are used for medical purposes. These sites deal with side effects issues, prescription drug manufacturing, prescription filling, and common treatment issues. http://www.rxlist.com/top200.htm http://www.usaprescription.com/
Real Estate	Sites dedicated to providing information on buying and selling properties, property listings, commercial property listings, and real estate agents. http://www.erealty.com/ http://www.realtor.com/
Religion	Sites dedicated to or describing one of the 12 classical world religions: Babi & Baha'i, Buddhism, Christianity, Confucianism, Islam, Jainism, Judaism, Hinduism, Shinto, Sikhism, Taoism, and Zoroastrianism. http://www.graceglendale.org/ http://www.resurrectionwels.net/
Sex/Acts	Sites depicting or implying sex acts, including pictures of masturbation not categorized under sexual education. Also includes sites selling sexual or adult products. http://www.cyberos.com/ http://persiankitty.com/
Sex/Attire	Sites featuring pictures that include alluring or revealing attire, lingerie and swimsuit shopping, or supermodel photo collections but do not involve nudity. http://www.victoriassecret.com/ http://avalonusa.com/
Sex/Nudity	Sites featuring pictures of exposed breasts or genitalia that do not include or imply sex acts. Includes sites featuring nudity that is artistic in nature or intended to be artistic, including photograph galleries, paintings that may be displayed in museums, and other readily identifiable art forms. Includes nudist and naturist sites that contain pictures of nude individuals. http://www.artcreate.com/photo/body/ http://nighttrips.com/

Table 2-1 Predefined lists

List	Description
Sex/Personals	Sites dedicated to personals, dating, escort services, or mail-order marriages. http://www.one-and-only.com/ http://www.datingline.com/
SexEd/Advanced	Sites providing medical discussions of sexually transmitted diseases such as syphilis, gonorrhea, and HIV/AIDS. May include medical pictures of a graphic nature. Includes sites providing information of an educational nature on pregnancy and family planning, including abortion and adoption issues. Also includes sites providing information on sexual assault, including support sites for victims of rape, child molestation, and sexual abuse. Includes sites providing information and instructions on the use of birth control devices. May include some explicit pictures or illustrations intended for instructional purposes only. May include slang names for reproductive organs or clinical discussions of reproduction. http://www.plannedparenthood.org/ http://www.immunet.org/
SexEd/Basic	Sites providing information at the elementary level about puberty and reproduction. Includes clinical names for reproductive organs (such as penis). http://nocirc.org/ http://www.mum.org/
SexEd/Sexuality	Sites dealing with topics in human sexuality. Includes sexual technique, sexual orientation, cross-dressing, transvestites, transgenders, multiple-partner relationships, and other related issues. http://www.youth.org/ http://waf.org/
Travel	Sites dedicated to facilitating personal travel planning, vacations, car rental, lodging, cruises, and tour guides. http://www.expedia.com/ http://www.travelocity.com/
Vehicles	Sites dedicated to personal transportation vehicles, dealers, vehicle reviews, buying information, and vehicle accessories. http://www.edmunds.com/ http://www.autotrader.com/

Table 2-1 Predefined lists

List	Description
Violence	Sites depicting or advocating violence, including sites promoting violent terrorist acts against others that do not fall under the Intolerance category. http://www.usapublications.com/ http://www.homestead.com/admiralluke/
Weapons	Sites that display, sell, or advocate the use of weapons, including guns, knives, and martial-arts weaponry. http://dalesguns.com/ http://www.shooters.com/
allow	Historical default list for sites to which access is to be permitted. This list is empty when Symantec Web Security is initially installed.
deny	Historical default list of sites to which access is to be denied. This list is empty when Symantec Web Security is initially installed.

Two versions of each predefined Content Category List exist in Symantec Web Security: a local version and the version populated by Symantec. The local version of each list is provided so that you can add URLs to the lists.

When a request for Internet access is made, Symantec Web Security checks the local versions of all active lists before it checks the Symantec versions. If the software finds a match in one or more active local lists (lists not in the Off state), it does not check the Symantec versions of the lists. You can override any Symantec categorization of a site by adding the site to a local list, and you can add sites not contained in the Symantec lists.

Symantec regularly updates the predefined Content Category Lists. Symantec Web Security automatically downloads updated lists periodically if you subscribe to the list updates. These updates relieve you from trying to identify all sites on the Internet that fall within the content categories. If you do not subscribe to the list updates, then you must update your local lists frequently to make sure that you have the most current and comprehensive lists.

Periodically, Symantec creates new predefined Content Category Lists to address additional content areas. If you subscribe to the list updates, these new lists are automatically downloaded along with the regular updates to existing lists. New lists are in the Off state and must be activated.

Note: To have a URL considered for inclusion in a Symantec Web Security list, send to filtering@symantec.com the URL and the name of the list to which you think it should be assigned.

Local lists

You can also create any number of your own lists. You may want to create specific lists of sites you have identified for a specific use. For example, you may want to create a list containing sites with information on earthquakes and allow students access to only the URLS in that list for a specific project.

List access states

Each list is in one of four access states: Allow (Filtering Enabled), Allow (Filtering Disabled), Deny, or Off. The state of each list is set when scheduling filtering for objects. The state of each list can be different based on the access restrictions for individual users, clients, or groups.

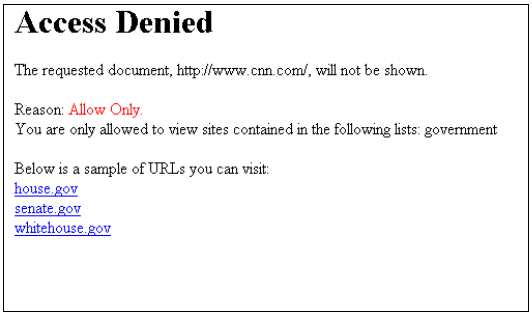
Table 2-2 Filter states

State	Description
Allow (Filtering Enabled)	Permits requests for URLs contained in an Allow (Filtering Enabled) list, and the document text is subject to DDR scanning using active dictionaries (that is, dictionaries associated with Content Category lists in the Deny state).
Allow (Filtering Disabled)	Permits requests for URLs contained in an Allow (Filtering Disabled) list, and the document text is not scanned by DDR.
Deny	Does not permit requests for URLs contained in a Deny list. When a request is made for a URL contained in a Deny list, an Access Denied page indicates the list in which the URL was found.
Off	Symantec Web Security does not consider lists in the Off state when checking lists for URLs. Requests for URLs contained in an Off list are not denied, and the document text is subject to DDR review using active dictionaries (that is, dictionaries associated with Content Category lists in the Deny state).

Allow lists

Allow lists should contain URLs known to contain material appropriate for a particular activity. You can choose either Allow (Filtering Enabled) or Allow (Filtering Disabled). Keep in mind that setting a list to Allow (Filtering Disabled) allows unconditional access to the URLs in that list. Allow lists often are used to restrict users or clients to accessing only permitted URLs.

Objects scheduled for Allow Only access can view only URLs in lists in either of the Allow states. When a request is made for a URL that is not in the assigned lists, the request is blocked and Symantec Web Security displays an Access Denied page that lists the permitted URLs.



Access Denied

The requested document, http://www.cnn.com/, will not be shown.

Reason: Allow Only.
You are only allowed to view sites contained in the following lists: government

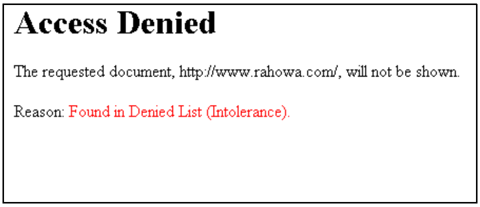
Below is a sample of URLs you can visit:
house.gov
senate.gov
whitehouse.gov

Note: Deny lists override Allow lists. If you place a URL in an Allow list and that URL appears in any other list currently in the Deny state, the URL is blocked, with one exception. Symantec Web Security checks the local versions of all active lists before it checks the Symantec versions. If the software finds a match in one or more active local lists (lists not in the Off state), it does not check the Symantec versions of the lists.

Deny lists

Deny lists should contain URLs known to contain inappropriate material. Deny lists override Allow lists. If you place the same URL in two different local lists, and one list is in the Deny state and the other list is in the Allow state for a given user, access to the site is denied because at least one list in the Deny state contains the site.

Objects scheduled for Filtered Access are prevented from accessing URLs in the assigned Deny lists. When a request is made for a URL in an assigned Deny list, the request is blocked, and an Access Denied page is returned to indicate the list in which the denied URL was found.



Access Denied

The requested document, http://www.rahowa.com/, will not be shown.

Reason: Found in Denied List (Intolerance).

Off lists

The Off state is used to cancel the effect of a list. Lists in the Off state are not consulted when Symantec Web Security is checking lists for URLs. The URLs contained in an Off list are not denied, and the text is subject to screening by DDR using active dictionaries of lists in the Deny state.

When Symantec Web Security is initially installed, the predefined lists are in the Off state. Most sites will want to immediately change the state of some of these lists to Deny, based on local acceptable-use policies.

See "Establishing system defaults for filtering" on page 96.

Note: Two predefined lists (Allow and Deny) have names that, for historical reasons, indicate state. The lists are intended to be used as the names imply (the Allow list is meant to be in the Allow state). However, you could put the Allow list in the Deny state and the Deny list in the Allow state.

Adding URLs to lists

Symantec Web Security looks for the most exact match when checking a URL against assigned lists. Based on the entry in a list, you can block or allow individual Web pages or entire directories, computers, or domains. When entering URLs in the filter lists, host names are preferable to IP addresses.

Table 2-3 Filtering by URL

Filtered URL	Effect
www.badsite.com/pics/apr.html	Matches this one specific page
www.badsite.com/pics	Matches entire directory
www.badsite.com	Matches this computer

Table 2-3 Filtering by URL

Filtered URL	Effect
badsite.com	Matches entire domain

For example, if your Deny list contains badsite.com, access to all URLs in that domain is denied. If a site within that domain contains some content to which you wanted to permit access, you can add the specific directory to an Allow list (such as www.badsite.com/daily-news). Because Symantec Web Security looks for the most exact match, access to that directory is permitted, while access to any other content from that domain is denied.

Symantec Web Security lists do not provide a means to allow or deny a particular protocol (for example, HTTP, FTP, and HTTPS). When a URL is placed in a list in the Deny state, all connections are uniformly blocked.

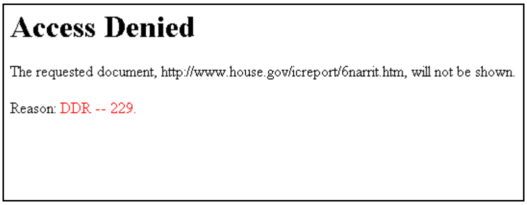
Dynamic Document Review (DDR)

List-based content filtering alone is ineffective. Because of the size of the Internet and the variety of sites, creating and maintaining lists of all sites that potentially contain objectionable material is impossible. The robust capabilities of today's search engines and Web robots enable users to easily find sites not in Deny lists. In addition, the language returned by search engines in the descriptions of sites can be objectionable even if the actual site is contained in a Deny list. In addition to checking URLs against lists, Symantec Web Security reviews Web content as the information is being downloaded to the user. Symantec Web Security scans each page and header to perform a realtime evaluation of the information. This process is referred to as Dynamic Document Review (DDR).

When a user requests a URL from the Internet, Symantec Web Security first tries to find a match in the lists. If the URL is not found in any Allow or Deny lists, the software processes the document's content to determine its suitability. For example, if a user tries to access a site such as www.badsite.com and that site is not contained in any Deny or Allow lists, Symantec Web Security scans the headers and contents of the page as it is retrieved from the Internet.

Scoring Web content

To determine whether to block or allow access to a site, Symantec Web Security compares the text on the requested site to predefined DDR dictionaries that contain trigger words in multiple languages. Each occurrence of a word contained in an active dictionary receives a numerical score, and Symantec Web Security keeps a total score for a given amount of text. If the total score exceeds 50 (a score of 50 is the default setting), access to the site is blocked and an Access Denied message is returned to the requesting user's Web browser.



Access Denied

The requested document, http://www.house.gov/icreport/6narrit.htm, will not be shown.

Reason: DDR -- 229.

If a page is blocked by DDR, the resulting score is shown

A Web page is scored in sections as the page is being retrieved (rather than scored by entire page). This feature allows users with filtered access on your network to view a page that is not objectionable at the beginning but blocks access to later sections of the page if these sections are rated as objectionable.

Note: Each of the predefined lists has an associated DDR dictionary with trigger words that has been populated by Symantec. When a particular list is placed in either of the Allow states (Filtering Disabled or Filtering Enabled) or in the Off state, Symantec Web Security assumes that the type of content associated with that list is acceptable and does not use the dictionary associated with that list in DDR scanning.

Replacing words in text

If objectionable words are found on a page as the information is being retrieved and scanned, Symantec Web Security automatically replaces the objectionable words in the text. For example, the word is dashed out (- - -) in the text displayed to the user, even in site descriptions returned to the user by a search engine.

Note: Word replacement by DDR may occasionally result in a broken link on a Web page when part of the hyperlink text is replaced.

Changing the sensitivity of DDR

Symantec Web Security lets you change the sensitivity of DDR. The default setting is a score of 50. Any page that receives a score of 50 or above is blocked. You can adjust DDR to be more or less sensitive by selecting another score choice in a range of 1 to 200.

See "Setting additional filtering options" on page 186.

Evaluating Web content

In addition to vulgar words, Symantec Web Security also looks for words that may be conditionally inappropriate. The software reviews each word on a page and examines the surrounding words to determine the context of these potentially inappropriate terms. For example, in a standard filtering configuration the following two phrases are rated differently by DDR.

Table 2-4 Filtering by DDR

Phrase	Action
Hot sexual pictures	DDR rates this string of words with a positive score.
Sexual harassment	DDR rates this string of words with a score of zero (no effect).

The context review performed by DDR is based on extensive rules supplied with the Symantec Web Security package. These rules, along with the categorized filter lists, are routinely updated and refined. Symantec Web Security automatically downloads updated lists and rules if you subscribe to the list updates.

Adding words to DDR dictionaries

A local version of each dictionary is also provided. You can add words to any of these dictionaries based on your specific requirements. When you enter a word in a local dictionary, you must also provide a point value for the word for use in DDR scoring. Local dictionary entries override predefined dictionary entries for the same word. If you add the word sex to the Sex/Acts dictionary, with a score of 5 points for the word, and the word already exists in the predefined dictionary with a different point value, your point value is the one DDR uses when scoring Web content.

Try not to be overly aggressive in adding what may be considered conditionally objectionable words to the DDR dictionary. Entering words such as sex or bottom may cause many more pages to be blocked than you intend. The default settings, predefined dictionaries, and predefined lists included in Symantec Web Security have been designed to filter Internet content effectively. Initially, adjusting the sensitivity of DDR to suit your local policies rather than adding a large number of words to dictionaries may be the most effective way to achieve the desired level of filtering. As you become familiar with the functionality of the software, you can add additional words to dictionaries.

How filter lists and DDR work together

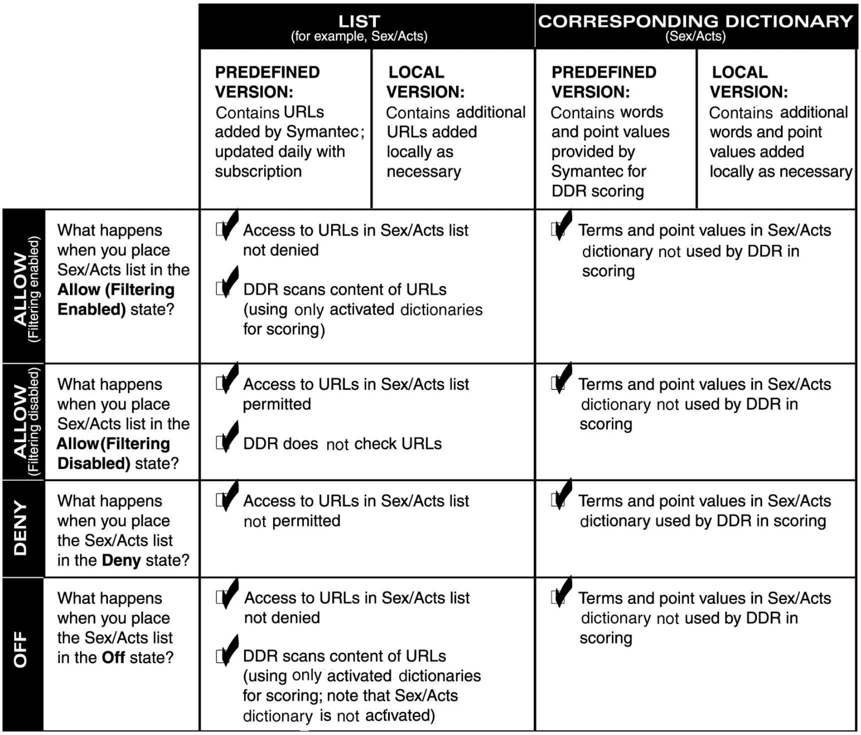
You control the degree of filtering applied to objects by placing lists in one of the four access states. Depending on the state of a particular list, access to the URLs contained in the list may be restricted or allowed, and the corresponding dictionary may or may not be used by DDR to score Web page content. By placing lists in different states, you control not only access to sites contained in lists, but whether DDR is filtering for a particular type of content.

See "List access states" on page 43.

The Allow states (Filtering Enabled and Filtering Disabled) are typically applied only to local lists, since those lists contain URLs for sites that you know contain appropriate material. However, some sites deemed appropriate may contain links to sites you wish to block. In those cases, placing predefined lists in the Allow (Filtering Enabled) state enables DDR to scan the site using active dictionaries. Based on your local acceptable-use policies, you may want to place some of the predefined Content Category Lists in the Deny state (to restrict access to all URLs in those lists) and leave some lists in the Off state (to cancel the effect of the lists and permit access to the contained URLs).

How Symantec Web Security applies filtering based on list access state

The following table demonstrates how Symantec Web Security applies filtering according to list access states. When managing your lists, determine the appropriate list states for certain types of information.



		LIST (for example, Sex/Acts)		CORRESPONDING DICTIONARY (Sex/Acts)	
		PREDEFINED VERSION: Contains URLs added by Symantec; updated daily with subscription	**LOCAL VERSION:** Contains additional URLs added locally as necessary	**PREDEFINED VERSION:** Contains words and point values provided by Symantec for DDR scoring	**LOCAL VERSION:** Contains additional words and point values added locally as necessary
ALLOW (Filtering enabled)	What happens when you place Sex/Acts list in the **Allow (Filtering Enabled)** state?	✓ Access to URLs in Sex/Acts list not denied ✓ DDR scans content of URLs (using only activated dictionaries for scoring)		✓ Terms and point values in Sex/Acts dictionary not used by DDR in scoring	
ALLOW (Filtering disabled)	What happens when you place Sex/Acts list in the **Allow(Filtering Disabled)** state?	✓ Access to URLs in Sex/Acts list permitted ✓ DDR does not check URLs		✓ Terms and point values in Sex/Acts dictionary not used by DDR in scoring	
DENY	What happens when you place the Sex/Acts list in the **Deny** state?	✓ Access to URLs in Sex/Acts list not permitted		✓ Terms and point values in Sex/Acts dictionary used by DDR in scoring	
OFF	What happens when you place the Sex/Acts list in the **Off** state?	✓ Access to URLs in Sex/Acts list not denied ✓ DDR scans content of URLs (using only activated dictionaries for scoring; note that Sex/Acts dictionary is not activated)		✓ Terms and point values in Sex/Acts dictionary not used by DDR in scoring	

Assigning list access states

Use the following guidelines to assign access states to list content.

Table 2-5 Filtering state guidelines

List state	List content
Allow (Filtering Enabled)	Assign to lists containing sites to which you want to allow access or to lists you do not want to block but do not have complete confidence that the content will remain acceptable (for example, search engines, such as www.altavista.com), knowing that DDR, using corresponding dictionary terms for lists in the Deny state, may still block access to any objectionable or inappropriate content.
Allow (Filtering Disabled)	Assign to lists containing sites to which you want to allow access and for which you have confidence that the content will remain acceptable (such as www.disney.com).
Deny	Assign to lists containing sites to which you definitely do not want to allow access (such as www.penthouse.com).
Off	Assign to predefined Content Category Lists you do not want to be blocked. For example, the predefined list Interactive/Chat can be in the Off state, given acceptable-use policies that consider chat to be acceptable. DDR, using corresponding dictionary terms for lists in the Deny state, will block certain chat topics based on other filtering that is in effect.

How Symantec Web Security determines whether to allow or deny access

The following examples describe the process that Symantec Web Security uses to determine whether to allow or deny access to a site requested by a user. The examples explain each decision point reached by Symantec Web Security, subject to filtering currently in effect, in determining whether to allow or deny access to a site. In each example, a user requests access to a particular site. The basic filtering that applies to the user is given for each example.

Example 1

A user requests access to the site www.pornography4U.com. The user is in Filtered mode, and the Symantec predefined Content Category Lists Sex/Acts and Sex/Nudity are in the Deny state for this user. However, the requested site is a new Internet site and has not yet been published in a Content Category List by Symantec or does not appear in any local lists on your network.

Example 2

A user is in Allow Only mode for a period of focused research on government. The user has accessed the House of Representatives home page, www.house.gov, which is in a local Allow (Filtering Enabled) list called Government for this research period. While searching this site, the user comes across the Independent Counsel Kenneth Starr's report to the U.S. House of Representatives (which graphically describes a sexual encounter).

Example 3

A user is enrolled in an art class to learn how to draw the human body. The teacher wants to allow the art students access to several sites. These sites contain some nude photography and are in the predefined Sex/Nudity Content Category List. The teacher does not want to allow access to the entire Sex/Nudity list, but wants to override for the semester the filtering on these few sites. The teacher places the URLs for these sites into a new local list called Art, and places the list in the Allow (Filtering Disabled) state for the students in the art class. The students remain in filtered mode, with the Sex/Nudity and Sex/Acts lists in the Deny state and the Art list in the Allow (Filtering Disabled) state. In this example, the user requests one of the sites contained in the Art list: www.drawingthehumanbody.com.

Table 2-6 Filtering process

Symantec Web Security action	Result
Step 1: Symantec Web Security checks the local versions of all lists for the requested URL.	If the URL is found in any local list, Symantec Web Security allows or restricts access based on the state of the list. If the URL is in more than one local list and the lists are in different states, Symantec Web Security makes a decision based on the hierarchy of access states: Deny, Allow (Filtering Enabled), and then Allow (Filtering Disabled). If the URL is in any local list in the Deny state, access to the site is denied, even if the URL is also in a local list in either of the Allow states. If the URL is found in any local list, Symantec Web Security does not check the predefined lists published by Symantec. Example 1: The requested site, www.pornography4U.com, is not found in any local list. Symantec Web Security goes to the next step.

Table 2-6 Filtering process

Symantec Web Security action	Result
	Example 2: The user, in Allow Only mode, can access the site www.house.gov because this site is in the local list titled Government in the Allow (Filtering Enabled) state. Because the list is in the Allow (Filtering Enabled) state, DDR (using all active dictionaries) scans any URL accessed by the user.
	Example 3: Symantec Web Security finds the requested URL, www.drawingthehumanbody.com, in only one local list, Art, which is in the Allow (Filtering Disabled) state, and the user is allowed access to this site.
Step 2: If the URL is not found in a local list, Symantec Web Security checks the predefined lists for the requested URL.	If the URL is found in any predefined list, Symantec Web Security allows or restricts access based on the state of the list. If the URL is contained in more than one predefined list and those lists have different states, Symantec Web Security makes access decisions based on the hierarchy of access states: Deny, Allow (Filtering Enabled), and then Allow (Filtering Disabled). If the URL is in any predefined list in the Deny state, access to the site is denied, even if the URL is also in any predefined list in either of the Allow states. Example 1: The requested site, www.pornography4U.com, is not in any predefined list. The site is new, and Symantec has not published the site in any Content Category List. Symantec Web Security goes to the next step.
	Example 2: Symantec Web Security does not check the predefined lists for www.house.gov because the URL is contained in a local list.
	Example 3: Symantec Web Security does not check the predefined lists for www.drawingthehumanbody.com because the URL is in a local list.

Table 2-6 Filtering process

Symantec Web Security action	Result
Step 3: For any document that has not already been denied as a result of being in a list in the Deny state, Symantec Web Security applies DDR to the document content (unless that URL is in a list in the Allow [Filtering Disabled] state). DDR runs on small blocks of text as the information is downloaded from the Internet.	DDR uses the active dictionaries (dictionaries for any lists in the Deny state) to score the content of the Web site as the document is downloaded from the Internet. If the score for any block of text reaches the DDR threshold established for the requesting user, Symantec Web Security blocks access to the site. Example 1: Because the Sex/Nudity and Sex/Acts dictionaries are in the Deny state for the requesting user, the DDR score is over the DDR threshold established for this user. Symantec Web Security blocks the user's access to the requested site, www.pornography4U.com.
	Example 2: DDR continues to scan the new information as it is downloaded for the user from the domain www.house.gov. The user can access the requested material until the DDR threshold for a given block of material exceeds that established for the user. When the user gets to the portion of the Starr report that contains objectionable content, DDR blocks the entire remainder of the document.
	Example 3: DDR does not run on the requested URL because the URL is contained in a list in the Allow (Filtering Disabled) state. The user is not blocked from accessing this site for any reason.

Section 2

Installing and Licensing

Chapter 3

Preparing for installation

This chapter includes the following topics:

Minimum system requirements

Verify that the computer on which Symantec Web Security is to be installed meets the following requirements:

- Intel® Pentium® or compatible processor running one of the following operating systems:
  - Microsoft Windows NT Server 4.0 with Service Pack 6a or later
  - Microsoft Windows 2000 Server with Service Pack 2 or later
  - Windows 2000 Advanced Server

    Symantec Web Security functions on a Windows 2000 Server with the same level of compatibility as on a Windows NT Server 4.0. However, Symantec Web Security does not adhere to Windows 2000 Logo Requirements.
- SPARC®-based server running Solaris 7 or later

Hardware requirements:

- At least 256 MB of memory
- At least 500 MB of available disk space for the Symantec Web Security program files, online documentation, configuration files, and so on
- At least 400 MB additional disk space (1 GB recommended) for caching
- Additional disk space as required for storage of activity logging
- A CD-ROM drive (if you are installing from CD-ROM)

Additional requirements:

- Access to your server's local Administrator password (Windows NT) or to your server's root password (Solaris).
- Internet access and a Web browser. Suitable browsers include Netscape Navigator®4.7 or later or Microsoft Internet Explorer 5.0 or later.
- Your Symantec Serial Number Certificate

  You activate comprehensive antivirus protection and content filtering by license. To activate a license, you must have the serial number listed on the Serial Number Certificate in order to activate the software.

  The Symantec Serial Number Certificate is not part of the Symantec Web Security software distribution package. The Symantec Serial Number Certificate is mailed separately and should arrive in the same time frame as your software.

- Any other antivirus product on the Symantec Web Security server disabled prior to installing Symantec Web Security 3.0. After installation, be sure to reenable the antivirus protection.

  If another antivirus product is installed on the Symantec Web Security server, it is possible that the competing product may try to scan and delete files temporarily placed by Symantec Web Security in the temporary directory during its scanning process.

Upgrading from earlier versions

Note: When you upgrade to Symantec Web Security 3.0, you must relicense the product.
See "Activating a license" on page 87.

You can upgrade to Symantec Web Security 3.0 from Symantec I-Gear 3.5.14 or from Symantec Web Security (any version). To upgrade, install the new version over the earlier version.

After installing Symantec Web Security, do not uninstall the earlier version or Symantec Web Security may not function properly. Uninstalling the earlier version may remove settings (such as defined users, scheduled events, and list definitions) that you do not want to lose. These settings are retained in Symantec Web Security.

Symantec Web Security 3.0 uses an enhanced password-hashing scheme that differs from that used in certain previous versions. Some upgrades require the use of a utility, setpass. Setpass is included on the Symantec Web Security distribution CD.

Installing and running setpass

◆ Copy setpass to the Symantec Web Security server.

  It is suggested that Windows users copy setpass to C:\.

  Solaris users may copy setpass to the directory of choice. Make sure that setpass has execution privileges.

Setpass works by creating a password using the new hashing scheme. As a precaution, the original password is maintained for each user when the new password is created.

If you use the default setpass installation, the new password is automatically assigned the value $userlogon$. For example, if the user logon is joe, the new password for joe will be $joe$.

If your security policy does not allow for these automatically generated passwords, setpass can do one of the following:

- Generate a random password for each user
- Allow you to assign a password for each user as it executes

If you have a large number of virtual users, assigning passwords to each user will be time consuming.

Note: If you use setpass to either randomly generate passwords or to assign passwords yourself, it is your responsibility to provide these passwords to your users.

To assign random passwords to virtual users

◆ Run setpass as follows:

- Windows: setpass /r /c filename
- Solaris: setpass -r -c filename

  where filename is the path and file name to which each randomly generated password and user logon combination will be written.

  For example, setpass /r /c C:\temp\random will write the password and user to a file named random.

To assign passwords to virtual users

◆ Run setpass as follows:

- Windows: setpass /p /c filename
- Solaris: setpass -p -c filename

  where filename is the path and file name to which each assigned password and user combination will be written.

  You will be prompted to enter a password for each user.

Deleting the setpass password file

If you have used either the -r or -p flag for setpass, the file created contains user logons and passwords in plain text. After you have provided passwords to your users, Symantec recommends that you delete this file.

Non-standard installations

If you do not intend to use the default install directories for Symantec Web Security 3.0, you will need to contact Technical Support for upgrade instructions.

Upgrading from Symantec I-Gear 3.5.14 (when 3.5.14 was initial install)

The upgrade process from a base install of Symantec I-Gear 3.5.14 to Symantec Web Security 3.0 requires the use of a utility, setpass, that converts the old password-hashing scheme to the one used by Symantec Web Security 3.0. Setpass modifies the password-hashing scheme for virtual users. If only system, RADIUS, or LDAP users are being proxied through Symantec Web Security, you do not have to run setpass. However, you will have to move configuration files to their new locations.

Additionally, certain key files used by Symantec Web Security 3.0 are placed by default into directories that are different from the default directories used by I-Gear 3.5.14. These files must be copied to the new location used by Symantec Web Security 3.0. In order to make for a safe transition to Symantec Web Security 3.0, upgrade procedures must be followed carefully.

Determining if I-Gear 3.5.14 is your base install

If Symantec I-Gear 3.5.14 is your base install, or if you have installed Symantec 2.0 and/or Symantec Web Security 2.5 on top of I-Gear 3.5.14, the upgrade process is different than if your initial installation of this product line was either Symantec Web Security 2.0 or Symantec Web Security 2.5. Follow these instructions to determine if Symantec I-Gear 3.5.14 is your base install

To determine if Symantec I-Gear 3.5.14 is your base install on Windows

1. Go to C:\Program Files\Symantec and locate the shared-config file.
2. Go to C:\Program Files\Symantec\I-Gear\Local and locate the dictionaries, lists, and local-config files.

   If these directories do not exist, or if the files are not in these directories, either Symantec I-Gear 3.5.14 is not your base install or the defaults were overridden during the original installation of Symantec I-Gear. If the defaults were overridden, go to the correct directories and verify that all necessary files are present.

To determine if Symantec I-Gear 3.5.14 is your base install on Solaris

1. Change directories to /var/opt/URLabs and locate the shared-config file.
2. Change directories to /var/opt/I-Gear/local and locate the dictionaries, lists, and local-config files.

   If these directories do not exist, or if the files are not in these directories, either Symantec I-Gear 3.5.14 is not your base install or the defaults were overridden during the original installation of Symantec I-Gear. If the defaults were overridden, navigate to the correct directories and verify that all necessary files are present.

Windows upgrade from Symantec I-Gear 3.5.14 to Symantec Web Security 3.0

To upgrade from Symantec I-Gear 3.5.14 to Symantec Web Security 3.0, you must first locate and copy certain configuration files, as they will be needed in a later step of the upgrade.

To upgrade from Symantec I-Gear 3.5.14 (Windows)

1. Create a directory called temp on the server desktop.
2. Navigate to C:\Program Files\Symantec.
3. Copy the shared-config file to the temp directory.
4. Navigate to C:\Program Files\Symantec\I-Gear\Local.
5. Copy the dictionaries, lists, and local-config files only to the temp directory (do not copy other files, including the local-config.old file).

Note: If these directories do not exist, or if the files are not in these directories, either Symantec I-Gear 3.5.14 is not your base install or the defaults were overridden during the original installation of I-Gear. If the defaults were overridden, navigate to the correct directories and copy the shared-config, dictionaries, lists, and local config files to the temp directory.

6. Reboot the I-Gear server.
7. Stop the I-Gear service.
8. Start the installation of Symantec Web Security 3.0.
9. When you reach the Installation Directory window, click **Browse**.
10. In the Choose Folder window, in the Path box, change the path to C:\Program Files\Symantec\Symantec Web Security.

11 Click **OK**.

The Symantec Web Security directory will be created.

12 Accept all the directory locations and complete the installation.

13 License Symantec Web Security 3.0.

14 Stop the Symantec Web Security service.

15 Copy the dictionaries, lists, and local-config files from the temp directory to C:\Program Files\Symantec\Symantec Web Security\Local. Do not copy the shared-config file. It was included in the original copy as a backup file in the chance that the conversion process were to fail.

16 If you have virtual users, run setpass by doing the following:

17 Choose Start>Run.

18 Type cmd in the window that appears.

The command line interpreter window will appear.

19 Type dir to confirm that the setpass executable exists.

If you have placed setpass in a different directory, navigate to that directory.

Note: The Symantec Web Security service must be stopped before setpass is run. If you try to run setpass with the Symantec Web Security service running, you will receive an error message.

20 Type setpass. If you want setpass to randomly generate passwords or you want to assign passwords yourself, see the section Special setpass flags.

21 Press Enter to start setpass.

You will receive confirmation that setpass has changed the password to the new password-hashing scheme. Users will have the new passwords created by setpass.

22 Restart the Symantec Web Security service. All of your users and settings will be preserved.

Windows upgrade from Symantec Web Security 2.0 or Symantec Web Security 2.5 that has been installed on top of I-Gear 3.5.14

Follow the same procedures as the I-Gear installation except when you are asked to stop a service, stop the currently running Symantec Web Security service.

Solaris upgrade from I-Gear 3.5.14 to Symantec Web Security 3.0

In order to upgrade to Symantec Web Security 3.0 from I-Gear 3.5.14, you must first locate and copy certain configuration files as they will be needed in a later step in the upgrade.

To upgrade from I-Gear 3.5.14 (Solaris)

1. Log on as root.
2. Create a temp directory.
3. Change directories to /var/opt/URLabs.
4. Copy the shared-config file to the temp directory.
5. Change the directories to /var/opt/I-Gear/local.
6. Assuming that the default directories were used, copy only the dictionaries, lists, and local-config files to the temp directory. Do not copy any other files, including the local-config-old file.

   If these directories do not exist, or if the files are not in these directories, either I-Gear 3.5.14 is not your base install or the defaults were overridden during the original installation of I-Gear. If the defaults were overridden, navigate to the correct directories and copy the shared-config file, dictionaries, lists, and local config files to the temp directory.
7. Type /etc/init.d/igear stop to stop the I-Gear service.
8. Start the installation of Symantec Web Security 3.0. When you reach the step in the installation process where you are asked to either accept or change the default install directories, respond to each of the queries as follows:

   Table 3-1 Default installation directories query

SWS 3.0 installation suggestion	Modify to:
/opt/I-Gear	/opt/SYMCsws
/var/opt/SYMCsws/quarantine	accept
/var/opt/SYMCsws/tempdir	accept
/var/opt/I-Gear/local	/var/opt/SYMCsws/local
/var/opt/I-Gear/logs	/var/opt/SYMCsws/logs
/var/opt/SYMCsws/Certificates	accept

9 Accept all other defaults. Please note that the shared-config file is written to /var/opt/URLabs/shared-config instead of the Symantec Web Security 3.0 default of /var/opt/Symantec/shared-config. This is desired behavior as it allows for the correct merging of I-Gear shared-config with the Symantec Web Security 3.0 shared-config.

10 Type /etc/init.d/sws stop to stop the Symantec Web Security service.

11 Copy the dictionaries, lists, and local-config files from the temp directory to / var/opt/SYMCsws/local. Do not copy the shared-config files. It was included in the original copy as a backup file, if, for any reason, the conversation process fails.

If you have virtual users, navigate to the directory in which you installed setpass. The Symantec Web Security service must be stopped before setpass is run. If you want setpass to randomly generate passwords or if you want to assign passwords yourself, see the previous section Special setpass flags.

12 Type ./setpass to execute it.

13 Type /etc/init.d/sws start to restart the Symantec Web Security service. License Symantec Web Security 3.0. All of your users and settings will be preserved. Users will have the new passwords created by setpass.

Solaris upgrade from Symantec Web Security 2.0 or Symantec Web Security 2.5 that has been installed on top of I-Gear 3.5.14

Follow the same procedures, except when you are asked to stop a service, stop the currently running Symantec Web Security service by typing /etc/init.d/sws stop.

Upgrading from Symantec Web Security 2.0

If you are installing Symantec Web Security 3.0 on top of an initial 2.0 or 2.5 installation (you have never installed I-Gear 3.5.14), and you do not have any virtual users, you do not need to run setpass.

The upgrade from Symantec Web Security 2.0 to Symantec Web Security 3.0 requires only the installation and execution of setpass in order to modify the password hash. The initial installation of Symantec Web Security 2.0 places all directories by default in locations expected by Symantec Web Security 3.0, so that no files have to be copied to new locations. As a precaution, however, you should make backups of configuration files.

Windows Upgrade from Symantec Web Security 2.0 to Symantec Web Security 3.0

To upgrade from Symantec Web Security 2.0 (Windows)

1. Create a temp directory on C:\
2. Copy C:\Program Files\Common Files\Symantec Shared\shared-config to the temp directory.
3. Navigate to C:\Program Files\Symantec\Symantec Web Security\Local. Copy dictionaries, lists, and the local config-file to the temp directory.

   If these directories do not exist, or if the files are not in these directories, the defaults were overridden during the original installation of Symantec Web Security 2.0. If the defaults were overridden, navigate to the correct directories and copy the shared-config, dictionaries, lists, and local config files to the temp directory.
4. Stop the Symantec Web Security service.
5. If you have virtual users, run setpass.
6. Choose Start > Run.
7. Type cmd in the window that appears.

   The command line interpreter window will appear.
8. Type dir to confirm that setpass is available. If you have placed setpass in a different directory, navigate to that directory.

   The Symantec Web Security service must be stopped before setpass is run. If you try to run setpass with the Symantec Web Security service still running, you will receive an error message.
9. Type setpass.
10. Press Enter to start setpass.

    You will receive confirmation that setpass has changed the password to the new password-hashing scheme. Users will have the new passwords created by setpass.
11. Restart the Symantec Web Security service.

    All of your users and settings will be preserved.

Solaris upgrade from Symantec Web Security 2.0

To upgrade from Symantec Web Security 2.0 (Solaris)

1. Log on as root.
2. Create a temp directory.
3. Change directories to /var/opt/Symantec.
4. Copy the shared-config file to the temp directory.
5. Change directories to /var/opt/SYMCsws/local.
6. Assuming that the default directories were used, copy only the dictionaries, lists, and local-config files to the temp directory. Do not copy any other files, including the local-config.old file.

   If these directories do not exist, or if the files are not in these directories, the defaults were overridden during the original installation of Symantec Web Security 2.0. If the defaults were overridden, navigate to the correct directories and copy the shared-config, dictionaries, lists, and local config files to the temp directory.
7. Type /etc/init.d/sws stop to stop the Symantec Web Security service.
8. Install Symantec Web Security 3.0. Accept all default directories.
9. If you have virtual users, type /etc/init.d/sws stop to stop the Symantec Web Security service.
10. Navigate to the directory in which you installed setpass.
11. The Symantec Web Security service must be stopped before setpass is run.
12. Type ./setpass to execute it.
13. Type /etc/init.d/sws start to restart the Symantec Web Security service. License Symantec Web Security 3.0. All of your users and settings will be preserved. Users will have the new passwords created by setpass.

Upgrading from Symantec Web Security 2.5

If Symantec Web Security 2.5 is your initial install, simply install Symantec Web Security 3.0 following the directions in the implementation guide.

How upgrading affects user and group disposition

The disposition of certain types of users and groups may be affected when upgraded.

The following is true about upgrading to Symantec Web Security 3.0:

- If you install version 3.0 and do not have a previous version of Symantec Web Security or Symantec I-Gear installed, the Directory Services selection defaults to Virtual Users Only.
- If you have only virtual users and groups supported in a previous version of Symantec Web Security or Symantec I-Gear, and you upgrade to version 3.0, users and groups are considered virtual in the current version also.
- If you have virtual and system users supported in a previous version and upgrade to version 3.0, virtual users remain virtual users and system users remain system users. Group status is not affected.

Installing and configuring the operating system

Ensure that your server's operating system software and applicable updates are installed, configured, and working properly before you install Symantec Web Security. Consult your server's documentation for more information. Installation of your operating system software and updates is outside the scope of this guide.

Installing and configuring TCP/IP

Ensure that a valid Transmission Control Protocol/Internet Protocol (TCP/IP) configuration exists and is working properly before you install Symantec Web Security. Symantec Web Security will not function without TCP/IP configured.

Verifying DNS settings

You must verify that your server is configured as a Domain Name Server (DNS) client prior to installing Symantec Web Security, and TCP/IP DNS settings must be correct.

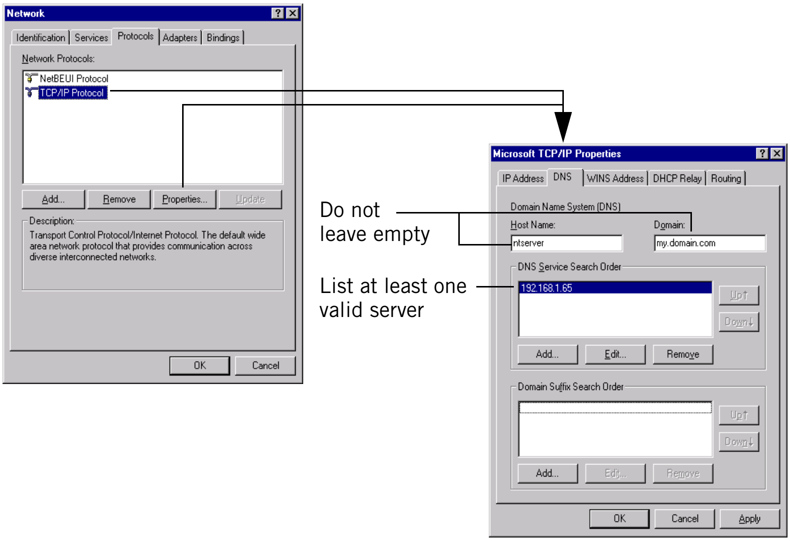
Windows NT

Your server's TCP/IP DNS settings must be correct before you install Symantec Web Security.

To verify DNS settings on Windows NT

1 In the Network window, on the Protocols tab, click **TCP/IP Protocol.**

2 Click **Properties.**



Network Protocols:
NetBEUI Protocol
TCP/IP Protocol

Description:
Transport Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.

Domain Name System (DNS)
Host Name: ntserver
Domain: my.domain.com
DNS Service Search Order: 192.168.1.65

Do not leave empty

List at least one valid server

3 In the Microsoft TCP/IP Properties window, on the DNS tab, verify that both the Host Name and Domain boxes have the appropriate entries and that at least one valid DNS server is listed in the DNS Service Search Order list, and make the necessary changes.

Consult with your network administrator or Internet service provider (ISP) if you are unsure of the settings that should be used here.

4 Click **OK.**

5 Restart your server if necessary.

Windows 2000

Your server's TCP/IP DNS settings must be correct before you install Symantec Web Security.

To verify DNS settings on Windows 2000

1 Right-click **My Network Places**, then click **Properties.**

2 Right-click **Primary Network Connection**, then click **Properties.**

3 Click **Internet Protocol** (**TCP/IP**), then click **Properties.**

4 Verify that the appropriate IP address for a valid DNS server is selected.

Consult with your network administrator or Internet service provider (ISP) if you are unsure of the settings that should be used here.

5 Click **Advanced**.

6 On the DNS tab, check **Append these DNS Suffixes**.

7 Click **OK**.

8 Restart your server if necessary.

Solaris

Your server must be configured as a DNS client prior to installing Symantec Web Security.

Note: On Netra™ systems, the Web-based Netra administration interface should be used to configure the system as a DNS client. After the settings have been made using the Netra administration interface, you are encouraged to verify the settings as shown here.

To verify DNS settings on Solaris

1 Examine the following file:

/etc/resolv.conf

This file should contain lines similar to the following:

```
domain yourdomain.here
nameserver 192.168.1.2
nameserver 192.168.9.7
```

2 Verify that the specific domain name and name server addresses used in your file are appropriate for your site and make any necessary changes.

Consult with your network administrator or ISP if you are unsure of the values that should be used.

3 If the /etc/resolv.conf file does not exist on your server, create the file using the above example as a template.

Be sure to replace the domain name and name server addresses with values that are appropriate for your site.

Configuring the DNS server

In addition to your server being configured to use DNS, your site's DNS zone must be configured to contain at least the following records:

- An A (address) record that corresponds to your server's host name.
- A PTR (pointer) record that maps your server's IP address to its host name, including the domain name (for example, server.brightcorp.com).

Check with your Domain Name Server Administrator or ISP if you are uncertain whether the necessary records have been installed on the DNS server that you are using.

Chapter 4

Installation

This chapter includes the following topics:

- Configuration options at installation
- Installing Symantec Web Security
- Stopping and starting Symantec Web Security service
- Uninstalling Symantec Web Security

Configuration options at installation

During the install process, Symantec Web Security prompts you for certain configuration options.

Installation directories

The Symantec Web Security software is organized into five directories. Each directory contains specific kinds of files. To support sites with large, specialized disk configurations, the locations of each of these directories can be specified as Symantec Web Security is installed. As the program prompts you for the location of each directory during installation, a default location is shown. Unless you have a compelling reason to do otherwise (for example, inadequate disk space on the root disk drive), accept the default locations.

If you have uninstalled Symantec Web Security (or Symantec I-Gear) and have not deleted certain shared configuration files, at reinstallation the install program will give you the option to select the directory locations used previously.

Note: If you do not use the default locations for the Symantec Web Security directories, identify a unique directory/folder on the disk for each Symantec Web Security directory. Do not use the same value for more than one directory location. If two directories are located in the same folder/directory on the disk, Symantec Web Security will not operate properly.

Warning: If you are installing more than one Symantec product on the same server, install each product in a separate directory. If more than one product is located in the same directory, at least one of the products will not function properly.

Table 4-1 Directories

Directory	Description
InstallDir	Stores the Symantec Web Security program files and read-only data files. The recommended total disk space required for this directory is 165 MB. Initial installation requires approximately 40 MB of disk space. After the product is licensed, automatic downloads of filter lists and dictionaries are necessary to keep protection current. This download requires an additional 100 MB as a minimum. The default location for Solaris is /opt/SYMCsws. The default location for Windows NT/2000 is C:\Program Files\Symantec\Symantec Web Security\.
LocalDir	Stores server-specific configuration files, such as list definitions and scheduled events. This directory usually requires less than 1 MB of disk space. The default location for Solaris is /var/opt/SYMCsws/local. The default location for Windows NT/2000 is C:\Program Files\Symantec\Symantec Web Security\Local.
LogDir	Contains log files that record Symantec Web Security activity. The disk space varies with the amount of activity and how long log files are retained. For Solaris, make sure that the partition on which you place this directory has enough space to accommodate potentially large amounts of data. This directory can get quite large in short periods of time. See "Modifying other system attributes" on page 145. The default location for Solaris is /var/opt/SYMCsws/logs. The default location for Windows NT/2000 is C:\Program Files\Symantec\Symantec Web Security\Log.

Table 4-1 Directories

Directory	Description
TempDir	Contains temporary copies of downloaded files, for antivirus scanning purposes. The disk space required for this directory varies with the number of users and amount of Internet activity. Keep in mind that files must be downloaded in their entirety to this directory for antivirus scanning to occur. Correct antivirus functionality is dependent on this directory being able to accommodate potentially large numbers of large files during periods of peak usage. The default location for Solaris is /var/opt/SYMCsws/tempdir. The default location for Windows NT/2000 is C:\Program Files\Symantec\Symantec Web Security\TempDir.
QuarantineDir	Contains quarantined files that cannot be repaired. The default location for Solaris is /var/opt/SYMCsws/quarantine. The default location for Windows NT/2000 is C:\Program Files\Symantec\Symantec Web Security\Quarantine.

Warning: A sixth directory contains the virus definitions. Virus definitions are stored in a shared directory so that all Symantec antivirus products installed on the same computer can use the same definitions.

Table 4-2 Virus definitions directory

Directory	Description
SymShared	Contains virus definitions for use by all Symantec antivirus products installed on the same computer. If you already have other Symantec AntiVirus products installed on the same computer, this directory should exist and you should accept the default location shown. If you do not have other antivirus products installed, you can specify another location if desired. The default location for Solaris is /opt/Symantec/Virusdefs. The default location for Windows NT/2000 is C:\Program Files\Common Files\Symantec Shared\Virusdefs. Contains the License directory, which contains the 2 license files (product and content). The default location for Solaris is /opt/Symantec/License. The default location for Windows NT/2000 is C:\Program Files\Common Files\Symantec Shared\License. **Note:** The License directory does not get removed when a license is removed. During reinstallation, you do not need to relicense.

Built-in HTTP server port

Symantec Web Security is managed through a Web-based interface. This interface is provided through a built-in Hypertext Transfer Protocol (HTTP) server. This HTTP server is independent of any existing HTTP server that already may be installed on your server and is not a general purpose Web server.

During the installation process, you are prompted for the TCP/IP port number on which this built-in HTTP server listens. The port number specified must be exclusive to Symantec Web Security and must not already be in use by any other program or service.

Because the built-in HTTP server is not a general purpose Web server, do not use port number 80 (the default port number for general purpose Web servers). Unless you have a compelling reason to do otherwise, you should use the default port number of 8002 to be consistent with the examples contained in the rest of this manual. If you select a port number other than the default port number of 8002, do not forget which port number you chose.

Note: This port number is the port number that you use to access the Symantec Web Security administration page, as well as the port specified when configuring browsers on client workstations to use Symantec Web Security as a proxy server.

Virtual administrator account password

A virtual administrator account is created at installation with a logon name of virtadmin. You are prompted to provide a password for this account during the installation process. Do not forget the password that you enter for this account because initially the virtual administrative account is the only account with privileges to manage Symantec Web Security. You must log on using the virtual administrative account and delegate administrative privileges to other accounts.

Note: For security reasons, the virtadmin timeout period is automatically set at 5 minutes. You will receive an error message if you attempt to modify the virtadmin timeout.

Using Symantec Web Security with an LDAP directory service

When installing Symantec Web Security on Windows NT or 2000, you are prompted to specify whether you will use Symantec Web Security with an LDAP directory service and to specify the LDAP-compliant platform you want supported. The LDAP-compliant platforms that Symantec Web Security supports are Sun ONE, Microsoft Active Directory, and IBM SecureWay. The decision to use the software with an LDAP server can be changed at any time through the Modify method for the System object.

See "Defining a directory service connection" on page 170.

You must reinstall Symantec Web Security to change your selection of LDAP-compliant platform if that change involves switching from or to Microsoft Active Directory.

Consider the following when reinstalling Symantec Web Security:

- If you switch from Virtual Users Only to System Users, RADIUS, or LDAP, the virtual users are assumed to exist also in the newly selected directory service, and the virtual groups are assumed to exist on the system server. If they do not, they are considered obsolete.

  RADIUS does not support groups.
- If you switch from NT or Solaris System Users to LDAP or RADIUS, system users are assumed to exist also on the LDAP or RADIUS server, and system groups are assumed to exist also on the LDAP server. If they do not, they are considered obsolete. Virtual users and groups remain virtual users.

Note: An obsolete user is one who has been added to Symantec Web Security from a directory service, then deleted from the directory service. Deleting a user from a directory service does not delete that user from Symantec Web Security. The added user must be manually deleted from Symantec Web Security. Likewise, deleting a user from Symantec Web Security does not remove that user from the directory service. See "Deleting a user" on page 238.

Installing Symantec Web Security

Symantec Web Security runs on either Solaris or Windows 2000/NT.

Solaris

The Solaris version of Symantec Web Security is distributed as a self-extracting, self-installing shell archive (shar) file, sws-3.0.0.<build number>.sh.

To install Symantec Web Security on Solaris

1. Log on as root.
2. Copy the distribution file, sws-3.0.0.<build number>.sh, to a directory on the computer on which you plan to install Symantec Web Security.
3. Change the directory to the location where you copied the distribution file.
4. Type the following command:
   # **/bin/sh ./sws-3.0.0.<build number>.sh**
5. Follow the on-screen instructions.

A transcript of the installation is saved as /var/log/Symantec-Web-Security-install.log for later review.

Windows NT and Windows 2000

Symantec Web Security functions on a Windows 2000 Server with the same level of compatibility as on a Windows NT Server 4.0. However, Symantec Web Security does not adhere to Windows 2000 Logo Requirements.

Windows users can now install Symantec Web Security via the command line (perform a silent install).

To install Symantec Web Security on Windows NT and Windows 2000

1. Log on as Administrator or with administrative rights.
2. Locate Setup.exe on the CD.
3. Double-click **Setup.exe**.
4. Follow the on-screen instructions.
5. Restart the system.
   In rare cases, not restarting prevents you from being able to log on using the virtadmin account.

A transcript of the installation is saved to the NT Event log for later review.

To perform a silent install

Warning: Do not use the Back button or the backspace during a silent install. Doing so corrupts the script, and you will have to stop the installation and begin again.

1. Create the silent install file by doing the following:
   - At the command line, type **setup -r**.
   - Follow the on-screen instructions to configure the product and install it.

     Do not choose to reboot after the installation is complete.
   - Manually restart the server.

     A new file called setup.iss is created (this is the silent install file). The path for this file could be C:\\Winnt for WinNT/Win2K environments.

     The silent install file is specific to the installation being performed. If it is created while installing a new installation (nonupgrade) it cannot be used to perform upgrades. If different environments require different installations, multiple silent install files are needed.
2. Go to the computers where you want to perform the silent install.
3. To perform the silent install, do the following:
   - Copy the folder containing the .exe file to the local computer.
   - Copy the silent install file (setup.iss by default) to the folder that contains the setup files.
   - At the command prompt, go to the location where you copied the folder containing the .exe file, then type **setup -s**.

     The installation is performed. If an error occurs during installation (if the result code is something other than 0), when the installation is complete, setup.exe places a setup-log file in the folder where setup.exe was run. This log file indicates the result of the installation.

Stopping and starting Symantec Web Security service

Stopping service

It may be necessary at times to stop Symantec Web Security service.

To stop the Symantec Web Security service on Solaris

1. Log on as root.
2. Type the following command:
   # **/etc/init.d/sws stop**

To stop the Symantec Web Security service on Windows NT

1. On the Windows taskbar, click **Settings** > **Control Panel**.
2. Click **Services**.
3. On the list of services, click **Symantec Web Security**.
4. Click **Stop**.

To stop the Symantec Web Security service on Windows 2000

1. On the Windows taskbar, click **Programs** > **Administration Tools** > **Services**.
2. On the list of services, right-click **Symantec Web Security**, then click **Stop**.

Starting service

It may be necessary at times to restart Symantec Web Security service.

To start the Symantec Web Security service on Solaris

1. Log on as root.
2. Type the following command:
   # **/etc/init.d/sws start**

To start the Symantec Web Security service on Windows NT

1. On the Windows taskbar, click **Settings** > **Control Panel**.
2. Click **Services**.
3. On the list of services, click **Symantec Web Security**.
4. Click **Start**.

To start the Symantec Web Security service on Windows 2000

1 On the Windows taskbar, click **Programs** > **Administration Tools** > **Services**.

2 On the list of services, right-click **Symantec Web Security**, then click **Start**.

Uninstalling Symantec Web Security

When Symantec Web Security is uninstalled, some files may not be deleted automatically. After uninstallation is complete, some files may need to be deleted manually depending on your system configuration.

Note: If you have installed Symantec Web Security 3.0 as an upgrade to a previous version of Symantec Web Security or Symantec I-Gear, do not uninstall the previous version. Symantec Web Security will not function properly if the previous version is uninstalled.

Manually deleting configuration files

If you did not select the default locations for any Symantec Web Security directories, the uninstall script will not delete these directories. Remove any directories in nondefault locations manually.

Retaining shared configuration files

Certain files that are part of Symantec Web Security are shared configuration files when more than one Symantec product is installed on the same computer. Local settings in Symantec Web Security, such as scheduled events, user account settings, and local lists, are contained in these configuration files. Uninstalling Symantec Web Security does not delete these files.

If you are not running other Symantec products on the same computer or if you do not need to retain local settings for Symantec Web Security, these configuration files can be deleted manually after uninstalling the product. If you do not delete these files and you reinstall Symantec Web Security at a later time, configuration settings from the previous installation are retained.

Reenabling conflicting services

If Symantec Web Security was permitted to automatically disable conflicting services when it was installed, an attempt is made to reenable the services that were disabled during installation.

Uninstalling the software

To uninstall Symantec Web Security on Solaris

1. Log on as root.
2. Type the following command:

   # pkgrm SYMCsws
3. Follow the on-screen instructions.

   The uninstall script displays a list of shared configuration files that are not removed during uninstallation. If you are running other Symantec products on the same computer, do not delete these shared configuration files. If you are not running other Symantec products, these files can be deleted manually.

To uninstall Symantec Web Security on Windows NT

1. On the Windows taskbar, click **Settings** > **Control Panel** > **Add/Remove Programs**.
2. Select the Symantec Web Security program item.
3. Click **Add/Remove**.
4. Follow the on-screen instructions.
5. Do one of the following to confirm the deletion of shared configuration files:
   - If you are running other Symantec products on the same computer, click **No**.
   - Click **Yes to All**.
6. Do one of the following:
   - If a Detail button appears in the bottom of the window following uninstallation, click **Detail**. This displays a list of files that can be deleted manually if desired.
   - Click **OK**.

To uninstall Symantec Web Security on Windows 2000

1. On the Windows taskbar, click **Settings** > **Control Panel** > **Add/Remove Programs**.
2. Select the Symantec Web Security program item.
3. Click **Change/Remove**.
4. Follow the on-screen instructions.
5. Do one of the following to confirm the deletion of shared configuration files:
   - If you are running other Symantec products on the same computer, click **No**.
   - Click **Yes to All**.
6. Do one of the following:
   - If a Detail button appears in the bottom of the window following uninstallation, click **Detail**. This displays a list of files that can be deleted manually if desired.
   - Click **OK**.

Chapter 5

Activating and configuring Symantec Web Security

This chapter includes the following topics:

Activating Symantec Web Security

To activate the full functionality of Symantec Web Security, you must activate the license.

Warning: Keep your license current. If your subscription information expires, no further URL lists will be downloaded.

Activating the software requires the following:

- Fully installed software product

  Follow installation procedures explained in this Implementation Guide.

- Your Symantec Serial Number Certificate

  You activate comprehensive antivirus protection and content filtering by license. To activate a license, you must have the serial number listed on the Serial Number Certificate.

  Note: The Symantec Serial Number Certificate is not part of the Symantec Web Security software distribution package. The Symantec Serial Number Certificate is mailed separately and should arrive in the same time frame as your software.

Activating a license

Key features for Symantec Web Security, including antivirus scanning functionality and content list updates, are activated by licenses (a content and a product license). A product license enables you to use Symantec Web Security. A content license enables you to receive virus definition, list, and dictionary updates. Licenses are initially installed following product installation, through the Symantec Web Security administrative interface.

Product licenses do not expire. When a content license expires, a new license must be installed in order to receive current updates.

License warning and grace periods

When a content license is within 30 days of the expiration date, it is considered to be in a warning period. After a license expires, the licensed feature continues to operate for a specified period of time. This is the grace period. If the grace period expires with no license renewal, the product continues to function, but you will not receive virus definition, list, and dictionary updates.

The LiveUpdate page, which can be accessed from the main administration page, also contains a License status entry that indicates whether any installed license is in either a grace or warning period (this information also appears on the logon page).

Removing license files

Licenses are not uninstalled automatically when the product is uninstalled. The license files remain in place, so that if you must uninstall and reinstall Symantec Web Security, the license is intact on reinstall. Each installed license is stored in a separate file in the shared license directory that contains the licenses for all Symantec products that are activated by license. The license files must be removed manually. If you must remove a license file, contact Symantec Service and Support.

Activating a license

Symantec Web Security protection capabilities are not available when the software is operating in unlicensed mode, and Symantec Web Security filter lists are empty. A valid serial number is required to activate these features.

If you have installed Symantec Web Security on multiple servers, you must claim the license file for each server. The same license files are used for all servers.

To activate a license, you must have the serial number required for activation. The serial number is printed on the Symantec Serial Number Certificate for the product.

The Symantec Serial Number Certificate is not part of the Symantec Web Security software distribution package. The Symantec Serial Number Certificate is mailed separately and should arrive in the same time frame as your software.

Activating a license is a two-step process. You must complete both steps to activate a license:

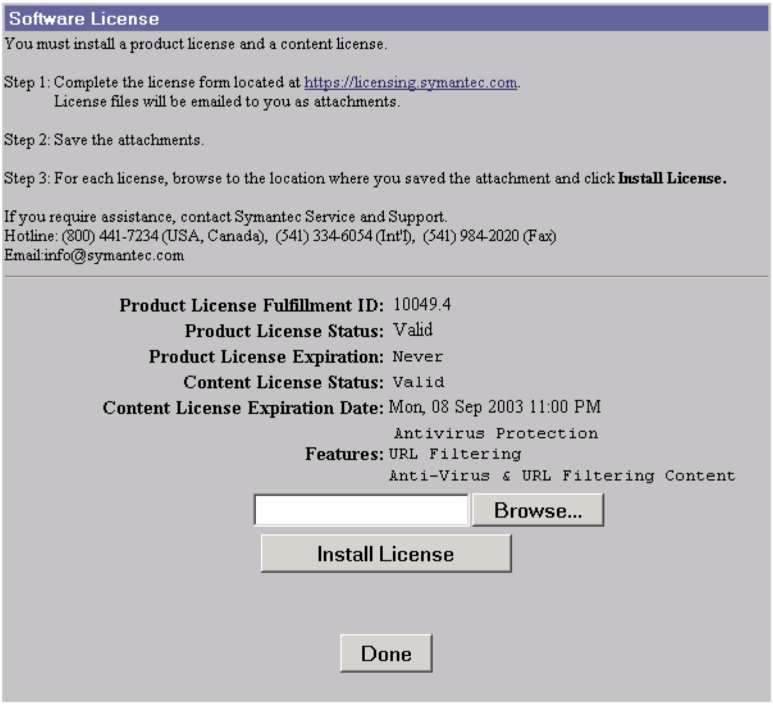
- Obtain the license files from Symantec by completing the online form. You must have a serial number to complete the online form. Once you complete the online form, you receive the license files via email from Symantec (each complete license file is provided as an attachment to the email).
- Via the administrative interface, install the license files that you receive.

To obtain and install the license files

1. On the administrative interface, click the **Modify** method for the System object.

2 In the Modify System window, click **Licensing**.

3 Click **Next**.



Software License

You must install a product license and a content license.

Step 1: Complete the license form located at https://licensing.symantec.com.
License files will be emailed to you as attachments.

Step 2: Save the attachments.

Step 3: For each license, browse to the location where you saved the attachment and click **Install License**.

If you require assistance, contact Symantec Service and Support.
Hotline: (800) 441-7234 (USA, Canada), (541) 334-6054 (Int'l), (541) 984-2020 (Fax)
Email:info@symantec.com

Product License Fulfillment ID: 10049.4
Product License Status: Valid
Product License Expiration: Never
Content License Status: Valid
Content License Expiration Date: Mon, 08 Sep 2003 11:00 PM
Features: Antivirus Protection
URL Filtering
Anti-Virus & URL Filtering Content

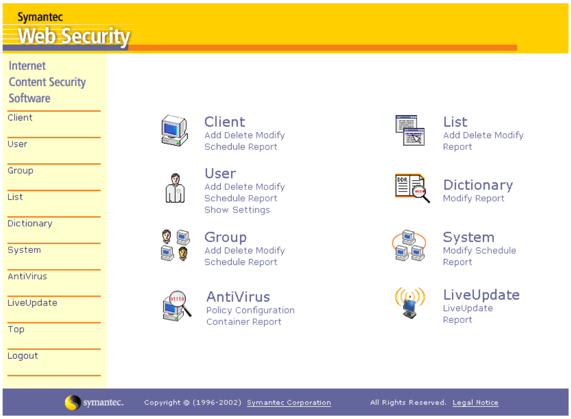
4 In the Software License dialog box, follow the instructions for installing both a product and a content license.

You must have the appropriate serial number to complete the form.

The license file is returned via email as an attachment. Make sure that the email address you provide on the online form is appropriate so that the license file will be accessible.

5 Click **Done**.

The main administration page appears, indicating that Symantec Web Security is fully functional.



The main Symantec Web Security administration page

If you have licensed Symantec Web Security for the first time, the predefined filter lists are empty. As soon as you install your license, Symantec Web Security automatically begins to download the predefined filter lists from Symantec. Depending on your bandwidth, this process can take anywhere from a few minutes to a few hours. You can continue to configure Symantec Web Security during this initial list download. However, if during this initial download process you attempt to visit a site that would normally be blocked by one of the predefined lists, access may not be denied.

To check to see if the download is complete

- On the main administration page, click the **LiveUpdate** method for the LiveUpdate object.

  If the list download is complete, the creation dates for the newly installed lists/dictionaries are displayed.

  After the initial list download is in place, Symantec Web Security automatically polls the Symantec server every 12-24 hours for additional list updates if you have purchased a support package that includes list updates. Filtering is not affected during subsequent downloads of updated filter lists.

Configuring your network to work with Symantec Web Security

For proper operation of the software, you must configure the browser settings for all clients that access Symantec Web Security.

Configuring client settings

Configuring client browser settings includes modifying client proxy settings, disk cache, and memory cache settings. Suitable Web browsers include Microsoft Internet Explorer 5.0 or later and Netscape Navigator 4.7 or later.

Modifying client proxy settings

For proper operation of the software, you must configure the browser HTTP proxy settings for all clients that access Symantec Web Security, so that all Internet requests are proxied through the Symantec Web Security server.

If you want to proxy FTP requests through the Symantec Web Security server, you must configure the browser proxy settings to support this feature.

Because nonbrowser FTP clients (either command-line utilities or graphical utilities such as WS_FTP or CuteFTP) establish FTP sessions directly with FTP hosts, such FTP traffic is not scanned by Symantec Web Security. Administrators should block this traffic at the firewall.

To configure client proxy settings using Netscape Navigator

1. On the Edit menu, click **Preferences**.
2. Click **Advanced**.
3. Click **Proxies**.
4. Click **Manual Proxy Configuration**.
5. Type the host name or the IP address of the server running Symantec Web Security in the Proxy Address to Use boxes for HTTP, FTP, and Security proxies.
6. In the Port box for each entry, type the port number you selected during Symantec Web Security installation.

   The same port number is used for each entry. The port number is the built-in HTTP server port number you selected during installation.

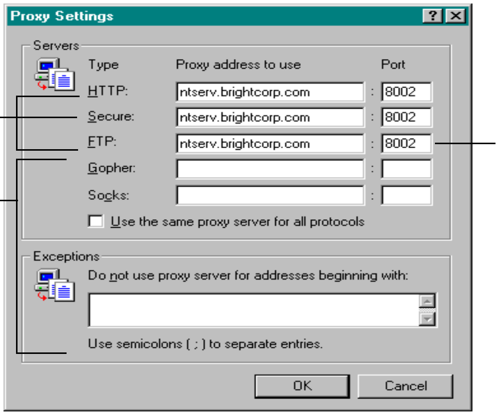
   Leave the Socks, Gopher, and Exceptions boxes empty.
7. Click **OK**.
8. Repeat these steps for each client that accesses the Symantec Web Security server.

To configure client proxy settings using Microsoft Internet Explorer

1. On the Tools menu, click **Internet Options**.
2. On the Connections tab, click **Lan Settings**.
3. Under Proxy Server, check **Use a Proxy Server**.
4. Click **Advanced**.
5. Type the host name or the IP address of the server running Symantec Web Security in the Proxy Address to Use boxes for HTTP, FTP, and Secure proxies.
6. In the Port box for each entry, type the port number you selected during Symantec Web Security installation.

   The same port number is used for each entry. The port number is the built-in HTTP server port number you selected during installation.

   Leave the Socks, Gopher, and Exceptions boxes empty.
7. Click **OK**.
8. Repeat these steps for each client that accesses the Symantec Web Security server.



Type	Proxy address to use	Port
HTTP:	ntserv.brightcorp.com	8002
Secure:	ntserv.brightcorp.com	8002
FTP:	ntserv.brightcorp.com	8002
Gopher:		
Socks:		

□ Use the same proxy server for all protocols

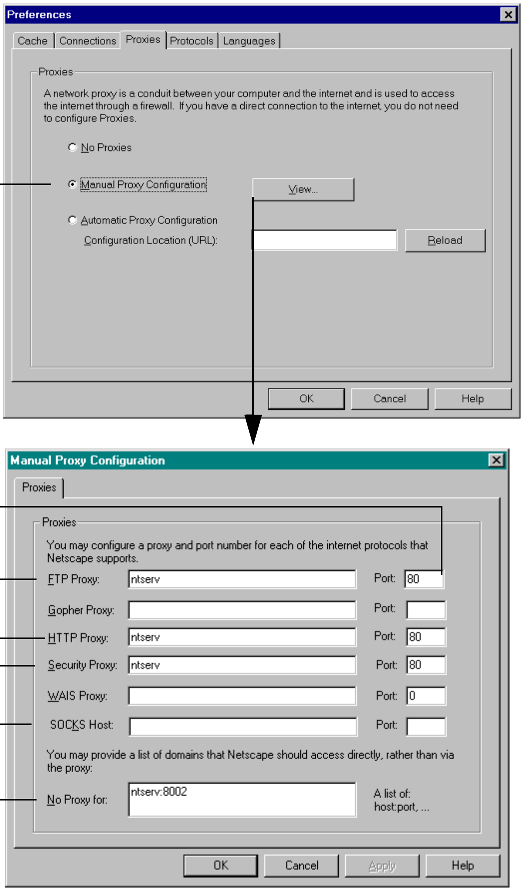
Do not use proxy server for addresses beginning with:

Use semicolons (;) to separate entries.

Set the HTTP, Secure, and FTP proxies to the server running Symantec Web Security

Leave the Socks, Gopher, and Exceptions boxes empty

Type the same port number for each entry



Preferences

Proxies

A network proxy is a conduit between your computer and the internet and is used to access the internet through a firewall. If you have a direct connection to the internet, you do not need to configure Proxies.

○ No Proxies

● Manual Proxy Configuration

○ Automatic Proxy Configuration

Configuration Location (URL):

Manual Proxy Configuration

Proxies

You may configure a proxy and port number for each of the internet protocols that Netscape supports.

FTP Proxy:	ntserv	Port:	80
Gopher Proxy:		Port:	
HTTP Proxy:	ntserv	Port:	80
Security Proxy:	ntserv	Port:	80
WAIS Proxy:		Port:	0
SOCKS Host:		Port:	

You may provide a list of domains that Netscape should access directly, rather than via the proxy:

No Proxy for: ntserv:8002

A list of: host:port, ...

Select Manual Proxy Configuration

Enter the same port number for each entry

Set the HTTP, FTP, and Security proxies to the server running I-Gear

Leave the SOCKS Host field empty

Type the name of the server running I-Gear and the port number in the No Proxy For field

Modifying disk cache and memory cache settings

In addition to configuring the browser to proxy through the server running Symantec Web Security, you should adjust the browser settings for the disk cache and the memory cache so that information cannot be cached on the client workstation. Set the browser's Verify Documents setting to Once per Session or Every Time.

Note: Some browsers do not allow the memory cache to be adjusted. These browsers automatically retain a small memory cache. When adjusting memory cache, do not set the number to 0. Some memory is necessary to retain complete browser functionality (for example, the Print Screen function).

To modify the disk cache and memory cache settings using Netscape Navigator

1. On the Edit menu, click **Preferences**.
2. Click **Advanced**.
3. Click **Cache**.
4. Set the Memory Cache to a small value (for example, 512 Kilobytes).
5. Set the Disk Cache value to 0.
6. Set the Verify Documents setting to Once per Session or Every Time.
   A session ends when a user quits the browser.
7. Click **OK** to save your changes.
8. Repeat these steps for each client that accesses the Symantec Web Security server.

To modify the disk cache settings using Microsoft Internet Explorer

1. On the Tools menu, click **Internet Options**.
2. On the General tab, under temporary Internet files, click **Settings**.
3. Under Check for Newer Versions of Stored Pages, select one of the following:
   - Every Visit to the Page
   - Every Time you Start Internet Explorer
4. Under Temporary Internet Files Folder, set the Amount of Disk Space to Use value to the smallest number allowed by the browser.

5 Click **OK** to save your changes.

6 Repeat these steps for each client that accesses the Symantec Web Security server.

Configuring Symantec Web Security

After you have activated the software, you may need to modify the proxy configuration, depending on your network setup.

In a standard configuration, the server running Symantec Web Security functions as the proxy server for all Internet requests. If your network configuration requires the Symantec Web Security server to proxy all Internet requests through another server, you must specify the proxy settings.

If your network has been set to transparently proxy all HTTP requests through the server running Symantec Web Security, you must enable transparent proxy support for Symantec Web Security.

To modify the proxy configuration

1 On the main administration page, click the **Modify** method for the System object.

2 Click **Proxy Configuration**.

3 Click **Next**.

4 Type any other host names by which the server running Symantec Web Security can be identified (one per line).

Other host names must be identified so that Symantec Web Security treats any requests using these alternate host names as local requests.

5 If proxy chaining is used on your network, type the host name or IP address of the server through which you want Symantec Web Security to proxy Internet requests and the appropriate port number.

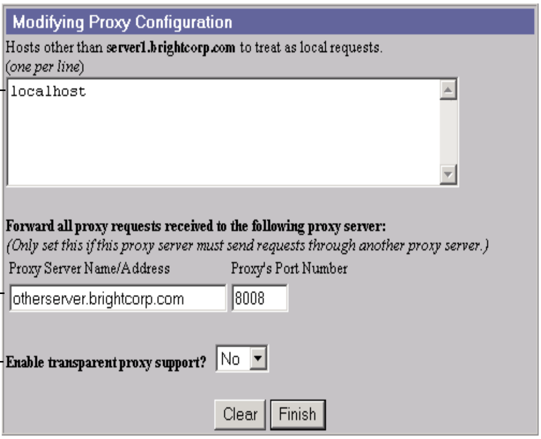
6 Activate transparent proxy support if applicable.

Transparent proxy is not supported on Windows NT.

7 Click **Finish**.

Changing your proxy settings here has no effect on the browser settings on client workstations. The browser settings should remain set to proxy through the server that is running Symantec Web Security.

See "Configuring your network to work with Symantec Web Security" on page 89.



Hosts other than **server1.brightcorp.com** to treat as local requests.
(one per line)

localhost

Forward all proxy requests received to the following proxy server:
(Only set this if this proxy server must send requests through another proxy server.)

Proxy Server Name/Address: otherserver.brightcorp.com

Proxy's Port Number: 8008

Enable transparent proxy support? No

Identify other host names to treat as local requests

If you want the software to proxy requests through another server, type the server name/address and port number

Enable transparent proxy support if applicable

Additional configuration procedures for the antivirus configuration

You should verify the default settings to ensure that they are adequate for your network and install the Central Quarantine.

Verifying settings for antivirus protection

As soon as Symantec Web Security is initially installed and licensed, antivirus protection is active. The antivirus settings are preconfigured appropriately for most environments. You can verify these antivirus settings and customize the settings for your network. In many cases, usage is the only way to determine the exact settings that are appropriate for your network.

See "Antivirus protection" on page 277.

Note: If you change the Bloodhound sensitivity level after installation, stop and restart Symantec Web Security service. See "Stopping and starting Symantec Web Security service" on page 80.

Installing the Central Quarantine

Symantec Web Security can forward infected items to the separately installed Central Quarantine. The Central Quarantine must be installed on a Windows NT computer. If you are running Symantec Web Security on Solaris, you must have a separate Windows NT computer to act as the Central Quarantine.

To enable forwarding to the Central Quarantine, you must enter the host name or IP address of the computer on which the Quarantine server is installed and the port on which it is configured to listen.

See "Setting scan policy" on page 278.

Additional configuration procedures for content filtering

Establishing your default settings for content filtering is extremely important because the software is shipped with filtering turned off. You must activate filtering according to your site's acceptable-use policy.

Establishing system defaults for filtering

Unlike the antivirus portion of the product, content filtering default settings are not activated upon installation. To establish a basic level of filtering, you must activate filtering by moving the appropriate lists to the Deny state, based on your organization's local policies.

See "Filtering lists" on page 37.

Note: When Symantec Web Security is first installed, the predefined filter lists are empty. The software automatically initiates a download of these lists after the license is installed. Depending on your bandwidth, this process can take anywhere from a few minutes to a few hours. You can continue to configure Symantec Web Security while the download process is in progress. However, if you attempt to test Symantec Web Security's filtering capability during this time, access to sites that would normally be blocked may not be denied until the download is complete.

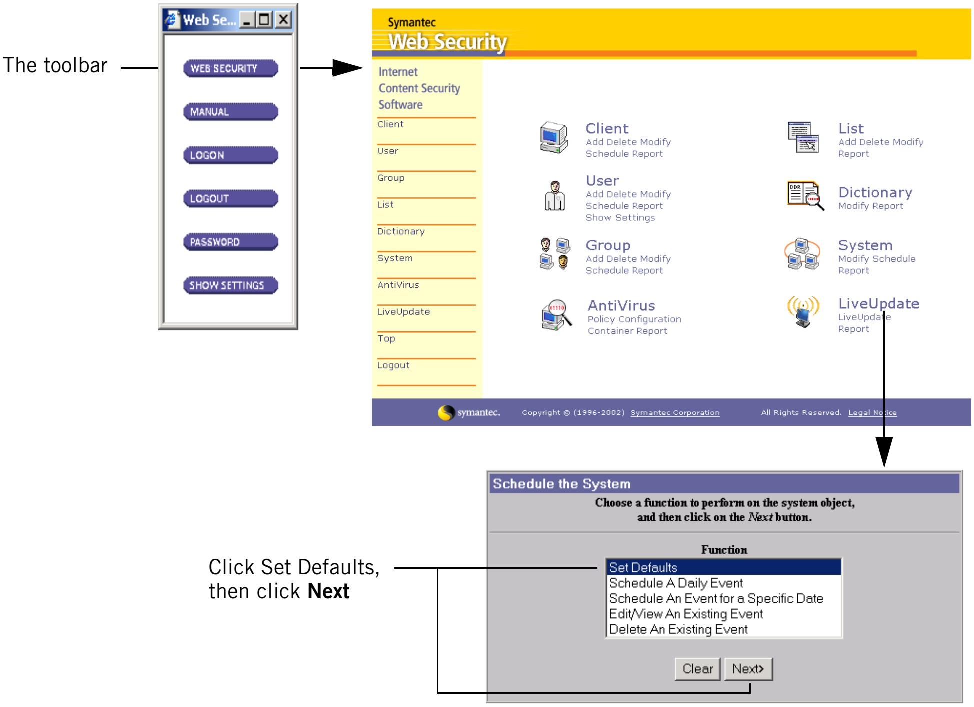
When you establish default filtering, all clients and users inherit the system default settings unless you schedule these objects independently. Once you establish the system defaults and understand how to schedule events, group objects, and so on, you can refine filtering properties to suit your needs.

Establishing default filtering settings includes the following:

- Setting the default logon mode and the filtering mode
- Assigning access states for filter lists
- Setting additional filtering options
- Activating AutoLock
- Activating AutoAlert

To establish the default filtering settings

1. On the main administration page, click the **Schedule** method for the System object.
2. Click **Set Defaults**.
3. Click **Next**.


The toolbar

Click Set Defaults, then click **Next**

Schedule the System

Choose a function to perform on the system object, and then click on the *Next* button.

Setting the default logon mode and the filtering mode

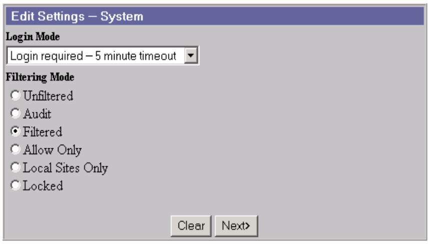
By default, Symantec Web Security requires all users to log on before accessing the Internet and automatically logs users off after 5 minutes of inactivity. You can change the default timeout period or turn off the logon requirement entirely by putting the system in Guest Mode. (Depending on your licensing scheme, Guest Mode may not be available.)

Note: For security purposes, the virtadmin account is automatically logged out after 5 minutes of inactivity, regardless of the logon setting.

The default filtering mode is Filtered. In Filtered mode, any attempts to access Internet materials are subject to the established filtering guidelines. Use Filtered mode when initially configuring Symantec Web Security to verify correct operation of the software. The default filtering mode can be changed later.

To set the default logon mode and the filtering mode

1. In the Edit Settings System window, select one of the following:
   - Unfiltered: No filtering of Internet content.
   - Audit: Users can access inappropriate content. Attempts are logged as though users are blocked from accessing the inappropriate material. Audit mode is transparent to the user, but Symantec Web Security's reporting features allow you to monitor user browsing activity.
   - Filtered: Access to Internet materials is subject to established filtering guidelines. Attempts to access inappropriate content are logged, and users see an Access Denied screen to indicate that access to inappropriate content has been blocked.
   - Allow Only: Access is permitted only to those sites that have been designated as Allow (Filtering Enabled) or Allow (Filtering Disabled). Access to all other Internet sites is prevented.
   - Local Sites Only: Access is permitted only to sites with the same Internet domain name as the server running Symantec Web Security. Access to all other Internet sites is prevented.
   - Locked: No Internet access is permitted. This option is typically used to deny Internet access for specific users or clients and is not normally used as a default system mode.
2. Click **Next**.



Edit Settings – System

Login Mode

Login required – 5 minute timeout

Filtering Mode

○ Unfiltered
○ Audit
● Filtered
○ Allow Only
○ Local Sites Only
○ Locked

If you select Unfiltered, Locked, or Local Sites Only, the software confirms that your changes have been made.

Assigning access states for filter lists

If you select Filtered, Audit, or Allow Only as the default filtering mode, you must specify the access state of the Content Category Lists. If the default state for a given list is to remain Off, leave the list in the Off box.

More than one list can be selected at a time, usually by pressing Ctrl while clicking the lists. The exact method to select more than one list item is browser and operating-system dependent.

To assign access states for filter lists

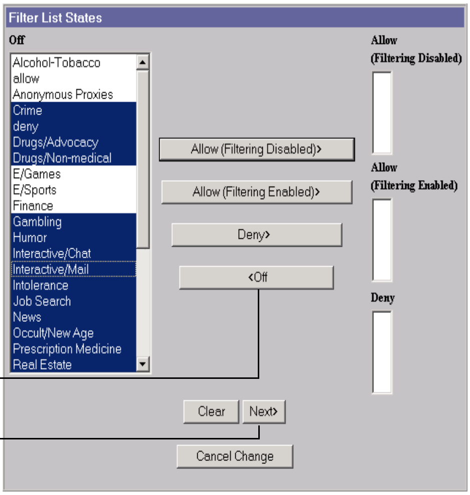
1. Select the Content Category Lists for which you want to assign access states.

   See "List access states" on page 43.

2. Select one of the following:

   - Allow (Filtering Enabled): Category Lists in the Allow (Filtering Enabled) state specify content to which access is permitted. Content specified by a Category List in the Allow (Filtering Enabled) state is scanned by DDR using active dictionaries (dictionaries for which the associated Content Category list is in the Deny state). The dictionary terms associated with categories in this state are not active. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.
   - Allow (Filtering Disabled): Category Lists in the Allow (Filtering Disabled) state specify content to which access is unconditionally permitted. Content specified by a Category List in the Allow (Filtering Disabled) state is not scanned by DDR, and the associated dictionary is not activated. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.
   - Deny: Category Lists in the Deny state specify content to which access is not permitted. The related terms found in the associated dictionaries are used by DDR in scanning content for appropriateness. Lists in the Deny state and the associated dictionaries are considered "active."
   - Off: Category Lists in the Off state are not considered when Symantec Web Security checks lists for URLs. The URLs in a Category List in the Off state are not denied but are still subject to other filtering. That is, these URLs are still blocked if they are contained in other lists in the Deny state and are still scanned by DDR using dictionary terms for other active dictionaries. When a Category List is in the Off state, the terms in

the corresponding dictionary are ignored by DDR in scanning content. All Content Category Lists are in the Off state at installation.



Select the lists to be changed

Specify new state for selected lists

Click Next

Placing lists in either of the Allow states for the system default settings is not recommended. Based on your local acceptable-use policies, you may want to place some of the predefined lists in the Deny state and leave some lists in the Off state.

See "Understanding Symantec Web Security" on page 35.

The Allow Category List should contain locally added URLs to which access is unconditionally permitted and should be placed in one of the two Allow states. The Deny Category List should contain locally added URLs to which access is not permitted and should be placed in the Deny state. Unlike the other Content Category Lists, these two lists do not contain any predefined entries. These lists are provided to administrators to simplify allowing or denying additional content.

3 Click **Next**.

Setting additional filtering options

You can make changes to DDR thresholds as well as specify other blocking options. Leave these filtering settings at their default values when initially configuring Symantec Web Security to verify correct operation. The settings can be changed later.

See "Establishing system-level filtering settings" on page 179.

Activating AutoLock

If Filtered or Allow Only was selected as the filtering mode, you can activate the AutoLock feature (optional). The AutoLock feature is not available in Audit mode. Leave AutoLock off when initially configuring Symantec Web Security until correct operation of the software has been verified. The settings can be changed later.

See "Activating AutoLock" on page 188.

Activating AutoAlert

If you selected Filtered, Allow Only, or Audit mode as the filtering mode, you can activate the AutoAlert feature (optional). Leave AutoAlert off when initially configuring Symantec Web Security until correct operation of the software has been verified. The settings can be changed later.

See "Activating AutoAlert" on page 190.

Chapter 6

Integrating Symantec Web Security with SESA

This chapter includes the following topics:

About SESA

In addition to standard local logging for Symantec Web Security, you can also choose to log events to the Symantec Enterprise Security Architecture (SESA). SESA is an underlying software infrastructure and a common user interface framework. It integrates multiple Symantec Enterprise Security products and third-party products to provide a central point of control of security within an organization. It provides a common management framework for SESA-enabled security products, such as Symantec Web Security, that protect your IT infrastructure from malicious code, intrusions, and blended threats.

SESA helps you increase your organization's security posture by simplifying the task of monitoring and managing the multitude of security-related events and products that exist in today's corporate environments. SESA includes an event management system that employs data collection services for events generated on computers that are managed by Symantec security products. The event categories and classes include antivirus, content filtering, network security, and systems management. The range of events varies depending on the Symantec applications that are installed and managed by SESA.

You can monitor and manage these security-related events through the SESA Console. The SESA Console is the common user interface that provides manageable integration of security technologies (Symantec or otherwise), Symantec Security Services, and Symantec Security Response. You can query, filter, and sort data to reduce the security-related events that you see through the SESA Console, which allows you to focus on threats that require your attention. You can configure alert notifications in response to events, and generate, save, and print tabular and graphical reports of event status, based on filtered views that you have created.

SESA is purchased and installed separately. SESA must be installed and working properly before you configure Symantec Web Security to log events to SESA.

For more information, see the SESA documentation.

Configuring logging to SESA

The logging of events to SESA is in addition to the standard local logging features for Symantec Web Security. Logging to SESA is activated independently of standard local logging. If you have purchased SESA, you can choose to send a subset of the events logged by Symantec Web Security to SESA.

To configure logging to SESA, you must complete the following steps:

- Configure SESA to recognize Symantec Web Security. In order for SESA to receive events from Symantec Web Security, you must run the SESA Integration Wizard that is specific to Symantec Web Security on each computer that is running the SESA Manager. The SESA Integration Wizard installs the appropriate integration components for identifying the individual security product (in this case, Symantec Web Security) to SESA.
  See "Configuring SESA to recognize Symantec Web Security" on page 105.
- Install a local SESA Agent on the computer that is running Symantec Web Security. The local SESA Agent handles the communication between Symantec Web Security and SESA.
  See "Installing the local SESA Agent" on page 107.
- Configure Symantec Web Security (through the administrative interface) to communicate with the local SESA Agent and to log events to SESA.
  See "Configuring Symantec Web Security to log events to SESA" on page 112.

Configuring SESA to recognize Symantec Web Security

To configure SESA to receive events from Symantec Web Security, run the SESA Integration Wizard that is specific to Symantec Web Security on each computer that is running the SESA Manager. The SESA Integration Wizard installs the appropriate integration components for identifying Symantec Web Security to SESA. You must run the SESA Integration Wizard for each SESA Manager computer to which you are forwarding events from Symantec Web Security.

Each product that interfaces with SESA has a unique set of integration components. The integration components for all products that interface with SESA are available when you purchase SESA and are not distributed with the individual security products. Thus, the SESA Integration component is not part of the Symantec Web Security software distribution package.

See “Uninstalling the SESA integration components” on page 114.

To configure SESA to recognize Symantec Web Security

1 On the computer on which the SESA Manager is installed, insert the Symantec Event Manager CD into the CD-ROM drive.

2 At the command prompt, change directories on the CD to \SWS 3.0\Sesa.

3 At the command prompt, type:
java -jar setup.jar
The SESA Integration Wizard starts.

4 Click **Next** until you see the SESA Domain Administrator Information window.

5 In the SESA Domain Administrator Information window, type the specific information about the SESA Domain Administrator and the SESA Directory.

SESA Domain Administrator Name	The name of the SESA Directory Domain Administrator account.
SESA Domain Administrator Password	The password for the SESA Directory Domain Administrator account.
IP Address of SESA Directory	The IP address of the computer on which the SESA Directory is installed (may be the same as the SESA Manager IP address if both are installed on the same computer). If you are using authenticated SSL instead of SESA default, anonymous SSL, you must enter the host name of the SESA Directory computer. For example, mycomputer.com. For more information on SESA default, anonymous SSL and upgrading to authenticated SSL, see the *Symantec Enterprise Security Architecture Installation Guide*.
SSL Port	The number of the SESA Directory secure port. The default port number is 636.

6 Follow the on-screen instructions to install the appropriate SESA integration components and complete the SESA Integration Wizard.

7 Repeat steps 1 through 6 on each SESA Manager computer to which you are forwarding Symantec Web Security events.

Installing the local SESA Agent

The local SESA Agent handles the communication between Symantec Web Security and SESA and is installed on the same computer that is running Symantec Web Security. The local SESA Agent is provided as part of the software distribution package for Symantec Web Security. You have the option to install the local SESA Agent at the same time you install Symantec Web Security, or you can install the Agent at a later date. If you install the Agent at a later date, a separate installation package for installing only the Agent, sesa_agent_installer, is located in the SESA_agent directory on the distribution CD for Symantec Web Security.

If you have more than one SESA-enabled product installed on a single computer, these products can share a local SESA Agent. However, each product must register with the Agent. Thus, even if an Agent has already been installed on the computer for another SESA-enabled security product, you must run the installer to register Symantec Web Security.

The local SESA Agent is preconfigured to listen on the IP address 127.0.0.1 and port number 8086. Symantec Web Security uses this information to communicate with the Agent. If you must change the IP address or port number for the Agent, you must do so through the SESA Console. (Once an Agent is installed, it is controlled through the SESA Console, even though it is running on the computer that is running the security product.) You must also update, through the Symantec Web Security administrative interface, the information that Symantec Web Security uses to contact the local SESA Agent.

See the SESA documentation for more information.

See “Configuring Symantec Web Security to log events to SESA” on page 112.

See “Uninstalling the local SESA Agent” on page 114.

To install the SESA Agent on Windows 2000 Server/Advanced Server

1 Log on to the computer on which you have installed Symantec Web Security as administrator or with administrator rights.

2 Copy the executable (.exe) file to install the Agent from the Symantec Web Security distribution CD onto the computer.

3 Run the setup.exe file.

4 Indicate that you agree with the terms of the Symantec license agreement, then click **Next**.

If you indicate No, the installation is aborted.

5 From the list of products to register with SESA, select Symantec Web Security.

You can register only one product at a time. If you are installing the SESA Agent to work with more than one Symantec product, you must run the installer again for each product.

6 Under Choose Destination Location, select the location in which to install the local Agent, then click **Next**.

The default location is C:\Program Files\Symantec\SESA.

If the SESA Agent is already installed on the same computer, this option does not display.

7 In the Primary SESA Manager IP address or host name box, type the IP address or host name of the computer on which the primary SESA Manager is running.

If SESA is configured to use anonymous SSL (the default setting), type the IP address of the primary SESA Manager. If SESA is configured to use authenticated SSL, type the host name of the primary SESA Manager (for example, computer.company.com).

8 In the Primary SESA Manager port number box, type the port number on which the SESA Manager listens.

The default port number is 443.

9 If you are running a Secondary SESA Manager that is to receive events from Symantec Web Security, do the following:

- In the Secondary SESA Manager IP address or host name box, type the IP address or host name of the computer on which the Secondary SESA Manager is running.
- In the Secondary SESA Manager port number box, type the port number on which the Secondary SESA Manager listens.

  The default port number is 443.

10 In the Organizational unit distinguished name box, type the organizational unit distinguished name to which the Agent will belong.

If the organizational unit is unknown or not yet configured, this setting can be left blank. Use the format shown in the example:

ou=Europe,ou=Locations,dc=SES,o=symc_ses

The domain(s) (dc=) portion of the path should correspond to the domain that is managed by the selected SESA Management Server.

11 Select one of the following:

- Start SESA Agent Automatically: The SESA Agent starts automatically whenever the computer is restarted.
- Start SESA Agent Manually: You must manually restart the SESA Agent each time that the computer is restarted.

12 Check **Check box here if you want the SESA Agent to start at installation completion** to have the SESA Agent start immediately after the installation finishes.

If you do not check the check box, you must manually start the SESA Agent after the installation is complete.

The installer proceeds from this point with the installation. When the installation is complete, the Agent is installed as a Windows 2000 service, and is listed as SESA AgentStart Service in the Services Control Panel.

To install the SESA Agent on Solaris

1 Log on as root to the computer on which you have installed Symantec Web Security.

2 Do one of the following:

- Copy the shell (.sh) file to install the Agent from the Symantec Web Security distribution CD onto the computer, and change directories to the location where you copied the file.
- Run the Agent Installer file from the Symantec Web Security distribution CD.

3 Type **sh ./sesa_agent_installer.sh**, then press **Enter**.

4 Indicate that you agree with the terms of the Symantec license agreement, then press **Enter**.

If you indicate No, the installation is aborted.

5 From the list of products to register with SESA, select Symantec Web Security.

You can register only one product at a time. If you are installing the Agent to work with more than one Symantec product, you must run the installer again for each product.

6 Select the location in which to install the SESA Agent, then click **Next**.

The default location is /opt/Symantec/SESA.

If the SESA Agent is already installed on the same computer, this option does not display.

7 Do the following:

- Type the IP address or host name of the computer on which the primary SESA Manager is running.

  If SESA is configured to use anonymous SSL (the default setting), type the IP address of the primary SESA Manager. If SESA is configured to use authenticated SSL, type the host name of the primary SESA Manager (for example, computer.company.com).

- Type the port number on which the SESA Manager listens.

  The default port number is 443.

8. If you are running a Secondary SESA Manager that is to receive events from Symantec Web Security, do the following:

   - Type the IP address or host name of the computer on which the Secondary SESA Manager is running.
   - Type the port number on which the Secondary SESA Manager listens.

     The default port number is 443.

9. Type the organizational unit distinguished name to which the Agent will belong.

   If the organizational unit is unknown or not yet configured, this setting can be left blank. Use the format shown in the example:

   ou=Europe,ou=Locations,dc=SES,o=symc_ses

   The domain(s) (dc=) portion of the path should correspond to the domain that is managed by the selected SESA Management Server.

10. Type one of the following to indicate when the SESA Agent should start automatically on system boot:

    - y: The SESA Agent starts automatically on system boot.
    - n: You must manually restart the SESA Agent after each system boot.

11. Type one of the following to indicate whether the SESA Agent should start immediately after the installation finishes:

- y: The SESA Agent starts immediately after installation.

- n: You must manually start the SESA Agent after installation.

  The installer proceeds from this point with the installation. Unless you indicated otherwise during the installation, the SESA Agent starts automatically when the installation is complete. You may need to stop and restart the SESA Agent. A transcript of the installation is saved as /var/log/SESAAGENT-install.log.

Installing the SESA Agent manually by command line

As an alternative to using the SESA Agent Installer, you can install the SESA Agent by command line.

Install the SESA Agent manually by command line

To install the SESA Agent, you do the following:

- Prepare to install the SESA Agent.
- Install the SESA Agent by command line.

To prepare to install the SESA Agent

1. On the computer on which Symantec Web Security is installed, create a folder for the SESA Agent files.

   For example, C:\Agent.
2. Insert the SESA CD1 - SESA Manager into the CD-ROM drive.
3. Copy the files from the \Agent folder on the CD and paste them in the newly created folder on the Symantec Web Security computer.
4. In a text editor, open the**Agent.settings** file.

   For example, C:\Agent\Agent.settings.
5. Change the value of the mserverip setting to the IP address of the SESA Manager to which Symantec Web Security will forward events.
6. Save and close the **Agent.settings** file.

To install the SESA Agent by command line

1. On the computer on which Symantec Web Security is installed, at the command prompt, change to the folder in which the SESA Agent files reside.

   For example, C:\Agent.

2. At the command prompt, type the following:

   java -jar agentinst.jar -a3015

   3015 is a unique product ID to install the Agent for Symantec Web Security. To remove the SESA Agent, you must use the same product ID parameter (for Symantec Web Security, 3015).

Optionally, you can append any of the following parameters:

-debug	Writes logging information to the screen
-log	Turns off the installation log and instructs the SESA Agent to write logging information to the Agntinst.log file in the local Temp directory

Configuring Symantec Web Security to log events to SESA

After you have installed the local SESA Agent to handle communication between Symantec Web Security and SESA, you must configure Symantec Web Security to communicate with the Agent by specifying the IP address and port number on which the Agent listens, and you must ensure that logging to SESA has been activated. These settings are located on the Symantec Web Security administrative interface.

To configure Symantec Web Security to log events to SESA

1. On the main administration page, click the **Modify** method for the System object.
2. In the Modify System window, click **Logging Configuration**.
3. Click **Next**.
4. In the Modifying Logging Configuration window, under SESA logging, check **Enable SESA logging**.
5. In the SESA agent host box, type the IP address on which the local SESA Agent listens.

   The default setting is 127.0.0.1 (the loopback interface), which restricts connections to the same computer.

6 In the Port number box, type the TCP/IP port number on which the local SESA Agent listens.

The port number you enter here must match the port number on which the local SESA Agent listens. The default port is 8086.

7 Under Activity logging, select on the Type of browsing activity to log pull-down menu, select the type of browsing activity that Symantec Web Security logs (None, Violations, Violations and text pages visited, or All).

This setting applies to browsing activity only. Administrative functions are always logged, and logging of administrative activity cannot be disabled.

Many of the report functions do not operate when activity logging is disabled.

In order for content categories to be reported, the applicable Use Vendor Lists setting must be set to Yes and the Content Category lists must be in one of the active states.
See "Scheduling the system defaults for filtering" on page 181.

The settings for specific clients, users, and groups may be inherited from the system default settings for logging browsing activity.

8 Under System activity to log, select which activities Symantec Web Security will log.

9 Click **Finish**.

Interpreting Symantec Web Security events in SESA

SESA provides extensive event management capabilities. SESA provides common logging of normalized event data for SESA-enabled security products like Symantec Web Security. The event categories and classes include antivirus, content filtering, network security, and systems management. SESA also provides centralized reporting capabilities, including graphical reports. Currently, the events forwarded to SESA by Symantec Web Security take advantage of the existing SESA infrastructure for events.

You can create alert notifications for certain events, including those generated by Symantec Web Security. Notifications include pagers, SNMP traps, email, and OS Event Logs. You can define the notification recipients, day and time ranges when specific recipients are notified, and custom data to accompany the notification messages.

For more information on interpreting events in SESA and on SESA's event management capabilities, see the SESA documentation.

Uninstalling the SESA integration components

If Symantec Web Security is no longer forwarding messages to SESA, you can uninstall the SESA Integration components from each computer that is running the SESA Manager.

To uninstall the SESA Integration components

◆ On the taskbar, click **Start** > **Run,** then type:
java -jar setup.jar -uninstall

Uninstalling the local SESA Agent

The local SESA Agent is automatically uninstalled when you uninstall Symantec Web Security. If more than one product is using the Agent, the uninstall script removes only the Symantec Web Security registration and leaves the Agent in place. If no other security products are using the Agent, the uninstall script will uninstall the Agent as well.

Section 3

Getting started

Chapter 7

Understanding the user interface

This chapter includes the following topics:

Overview

The Symantec Web Security user interface permits easy access to the software functions for administrators and for all users who authenticate through Symantec Web Security to access the Internet. To access the interface, you must have a Web browser that supports frames and, optionally, JavaScript 1.1. Netscape Navigator® 4.7 or later and Microsoft Internet Explorer 5.0 or later are two examples of suitable Web browsers.

The Symantec Web Security user interface:

- Requires users to log on to access the Web, regardless of the type of computer being used
- Provides quick access to the administrative functions of Symantec Web Security
- Provides easy access to certain features for users, such as changing the Symantec Web Security password

Note: The Symantec Web Security user interface is ideal for large Internet-based networks in which users do not have dedicated computers or client computers do not require user authentication. Because users must log onto Symantec Web Security before they begin browsing, the user's filtering settings are available from any computer on the network.

The toolbar

The Symantec Web Security toolbar consists of a series of buttons that are hypertext links to the various functions of the Symantec Web Security suite.

The Symantec Web Security toolbar can appear in two forms, depending on the type of browser used and the browser's capabilities.

- If your browser supports JavaScript 1.1, the toolbar appears in a separate window. The toolbar remains in a separate window, regardless of the URLs visited in the main browser window.
- If your browser does not support JavaScript or if JavaScript is turned off, the toolbar appears in a side frame within a single browser window.

Symantec Web Security can be configured to display the toolbar automatically.

See "Modifying other system attributes" on page 145.

To manually invoke the toolbar

- Visit the URL http://<servername>:port/toolbar

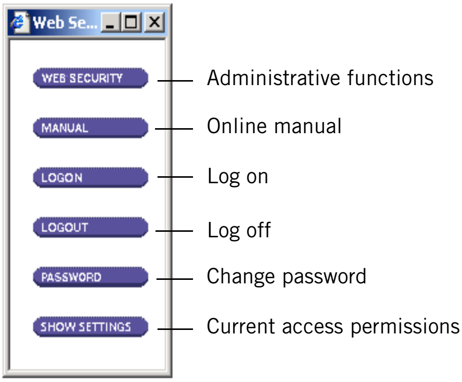
  where <servername> is the host name or IP address of the server running Symantec Web Security.

  The software provides a Web server for its own use; this server is assigned a port number (8002 is the default port number). All URLs for the administrative and user interfaces begin with http://<servername>:port/

If Symantec Web Security is not configured to automatically display the toolbar at logon time, and you attempt to manually invoke the toolbar, an error message is displayed. To manually invoke the toolbar, you must configure the software through System > Modify > Other Settings to display the toolbar at logon time.

The toolbar changes based on permissions assigned to the logged-on user. For example, the Web Security, Manual, and Password buttons appear only if the user that is currently logged on has permissions related to those functions. For example, users who do not have permission to change their passwords do not see the Password button.

The following displays as the default toolbar.



Accessing administrative functions

Logged-on users with administrative permissions can access the appropriate administration page using the toolbar. You can also access the administration page by visiting the following URL:

http://<servername>:port/admin

To display the Symantec Web Security administration page

- On the Symantec Web Security toolbar, click **Web Security**.

Accessing online manuals

Users with administrative permissions can access the *Symantec Web Security Implementation Guide* in PDF format from the toolbar.

To display the manual and table of contents

- On the Symantec Web Security toolbar, click **Manual**.

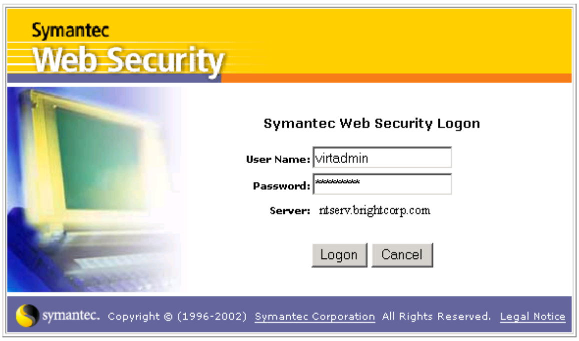
Logging on

When a user first attempts to visit an Internet site outside of the local network, a logon screen appears. Users must log on, unless the logon feature is disabled. User names are not case sensitive. Passwords are case sensitive.

To log on to Symantec Web Security

1. In the Symantec Web Security logon window, in the User Name box, type your user name.
2. In the Password box, type your password.
3. Click **Logon**.

Note: When logging on to Symantec Web Security on a Solaris computer, if you press Enter in the password box, you get an “Invalid Password” message. Click **Logon** instead.



Symantec Web Security Logon

User Name: virtadmin

Password: *********

Server: ntserv.brightcorp.com

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Note: When a user who is not logged on to the content filtering component submits a POST command, the content filtering component processes the request without prompting the user to log on. This would generally occur only if the user were automatically logged off of the content filtering component and then redirected a request to a POST. This type of request is filtered using applicable client and system settings.

Logging off

After a user has logged off, access to nonlocal Internet sites or to the administrative functions is not permitted from that computer until a user logs on and begins a new session.

Quitting the Web browser alone is not sufficient to log off of Symantec Web Security. (Quitting the Web browser is sufficient, however, to eliminate the logged-on user's access to administrative functions.) A user must click **Logout** to prevent the next user from being able to browse (on the same computer) using their account. If a client has no activity for a given period of time (5 minutes is the default time period), the current user is automatically logged off of Symantec Web Security.

To log off of Symantec Web Security

- On the Symantec Web Security toolbar, click **Logout**.

Changing a password

Users must have been granted permission to change their own passwords. The Password button does not display on the toolbar for users who do not have password permission.

Check with your network administrator for any local password policies or conventions.

To change a password

1. On the Symantec Web Security toolbar, click **Password**.
2. In the Old Password box, type your current password.
3. In the New Password boxes, type your new password.
4. Click **Change**.

Users who have permission to change their passwords must be able to access the toolbar. Configure the software through System > Modify > Other Settings to automatically display the toolbar at logon time.

Viewing settings

The Show Settings feature lets you see the antivirus and filtering settings for users and their current client workstations. This function helps in determining why a user or client cannot access a given URL. The display indicates, based on the Symantec Web Security permission hierarchy (client, user, group, and system), the permissions that apply to the current user and client. The Settings display indicates, for example, the filtering that applies and the states of all lists that apply to that user and client.

To view the content filtering permissions for the current user and client

◆ On the Symantec Web Security toolbar, click **Show Settings**.

Viewing filter settings for other users

Normally, clicking Show Settings shows the filtering settings for the user that is currently logged on and the current client workstation. However, if the logged-on user has Reporting permission for the System object, that user can view the settings for another user simply by adding the other user name to the Show Settings URL. This feature lets an administrator check filtering settings for any user regardless of the administrator's location relative to the user.

The URL for the Settings display appears as follows for the logged-on user:
http://<servername>:port/showsettings

To display settings for a different user

◆ Change the URL by adding the string ?user=<user name>

  where <user name> is the user whose settings you want to display, so that the URL reads as
  http://<server name>:port/showsettings?user=<user name>

Sorting feature for FTP

If you are using Symantec Web Security to proxy FTP requests, the software can organize data at an FTP site in several ways: alphabetical by name, by the size of the directory or file, according to type, or by date last modified. Use this sort feature to locate files or directories on larger sites.

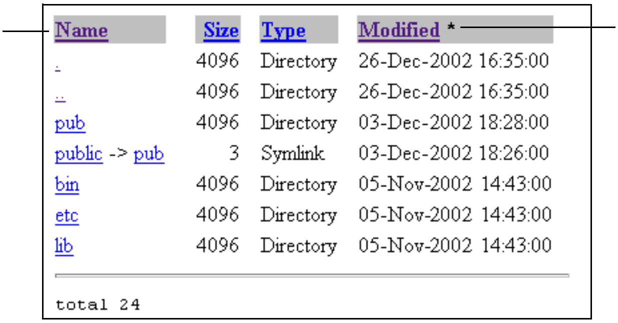
Note: The availability and functionality of this feature varies depending on the type and version of the browser that you are using.

In the browser display for an FTP site, the column headings are actually links. A single click on a link should sort the messages in descending order according to the criteria for that column. A second click should sort messages in ascending order. An asterisk indicates the column criteria by which the entries are currently being sorted.

To sort FTP data by name, file or directory size, type, or date modified

◆ Click the link at the top of the appropriate column.

Click the appropriate column heading (link) to sort the entries by that criteria



Name	Size	Type	Modified *
.	4096	Directory	26-Dec-2002 16:35:00
..	4096	Directory	26-Dec-2002 16:35:00
pub	4096	Directory	03-Dec-2002 18:28:00
public -> pub	3	Symlink	03-Dec-2002 18:26:00
bin	4096	Directory	05-Nov-2002 14:43:00
etc	4096	Directory	05-Nov-2002 14:43:00
lib	4096	Directory	05-Nov-2002 14:43:00

```
total 24
```

An asterisk appears to indicate how the information is currently sorted

Chapter 8

Administering Symantec Web Security

This chapter includes the following topics:

Accessing the administrative functions

The administrative functions for both content filtering and antivirus protection are performed through the Symantec Web Security administration page. Access the administration page using a standard Web browser such as Netscape Navigator or Microsoft Internet Explorer.

To access the administration page

1. Launch a Web browser on any computer system on your network that can access the server running Symantec Web Security.
2. Do one of the following:
   - On the Symantec Web Security toolbar, click **Web Security**.
   - Visit http://<servername>:port/admin

     where <servername> is the host name or IP address of the server running Symantec Web Security and port is the port number selected during installation for the built-in Web server (8002 is the default port number).
3. In the Logon name box, type the logon name for an account that has administrative privileges.

   At installation, Symantec Web Security creates a virtual account with all global administrative privileges set. Initially, you must log on using this account to create your account and grant administrative privileges to this account. The user name for the virtual account is virtadmin . At installation, if you followed the on-screen prompts, you should have typed your own password for this account. In the Password box, type the password for the admin account.
4. Click **Logon**.

   An administration page based on the product features that are licensed displays.

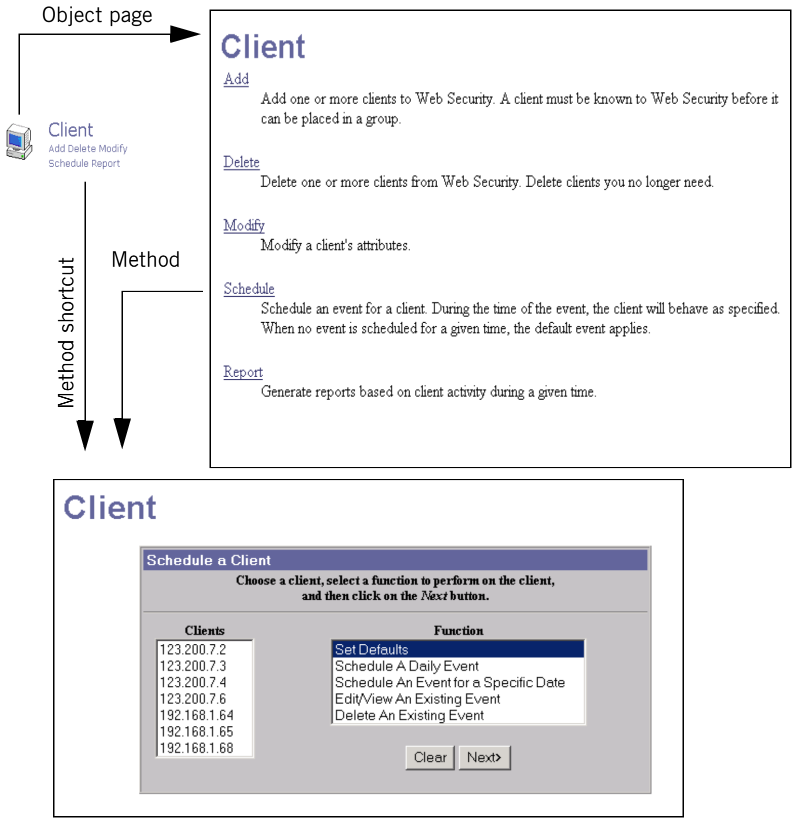
The main administration page

The administration page contains icons for each object. You can click any of the object icons to display the object page. From the object page, you can access any method for that object.

You can also use method shortcuts, which appear next to each object icon on the main administration page. Only the applicable methods for an object appear next to that object.

If you do not have administrative permission to perform a particular method for an object, the method is unavailable (and the link does not function) on both the main administration page and the object page.

See "Assigning administrative permissions" on page 128.



Client

Add
Add one or more clients to Web Security. A client must be known to Web Security before it can be placed in a group.

Delete
Delete one or more clients from Web Security. Delete clients you no longer need.

Modify
Modify a client's attributes.

Schedule
Schedule an event for a client. During the time of the event, the client will behave as specified. When no event is scheduled for a given time, the default event applies.

Report
Generate reports based on client activity during a given time.

Client

Schedule a Client

Choose a client, select a function to perform on the client, and then click on the *Next* button.

Clients
123.200.7.2
123.200.7.3
123.200.7.4
123.200.7.6
192.168.1.64
192.168.1.65
192.168.1.68

Function
Set Defaults
Schedule A Daily Event
Schedule An Event for a Specific Date
Edit/View An Existing Event
Delete An Existing Event

Clear | Next>

Use the toolbar located at the left of most administration pages to quickly access various sections of the Symantec Web Security package. You can use this toolbar from most administrative screens to keep from having to return to the main administration page each time you want to perform a new function.

About administrative permissions

You must have global administrative permissions to administer Symantec Web Security. Permissions for administering Symantec Web Security can be given to any user. (A user must have appropriate permissions to grant administrative permissions to another user.)

If this is the first time you have installed the software, a virtual administrative account, virtadmin, is created at installation. Initially, the virtual administrative account is the only account with privileges to manage Symantec Web Security. You must log on using the virtual administrative account and delegate administrative privileges to other accounts as necessary.

Assigning administrative permissions

Permissions for administering Symantec Web Security are assigned using the Modify method for the User object.

See "Modifying attributes" on page 239.

Permissions can also be assigned at the same time a new user account is created if you use the advanced user creation setting.

See "Adding one user at a time (advanced)" on page 234.

Global permissions apply to all selected objects. For example, if a user has global permission to schedule users and groups, that user can schedule any existing user or group. If you have licensed the antivirus component, you must have Modify permissions for the System object to control the system-wide antivirus settings.

Global permissions are assigned per object and per method. For example, if a user has the Add objects permission but only has permission to apply the Add method to Group objects, then this user cannot add new users or clients, but can create new groups.

To assign global permissions to another account, you must have the Can Grant Permissions permission, as well as Modify permissions for the User object.

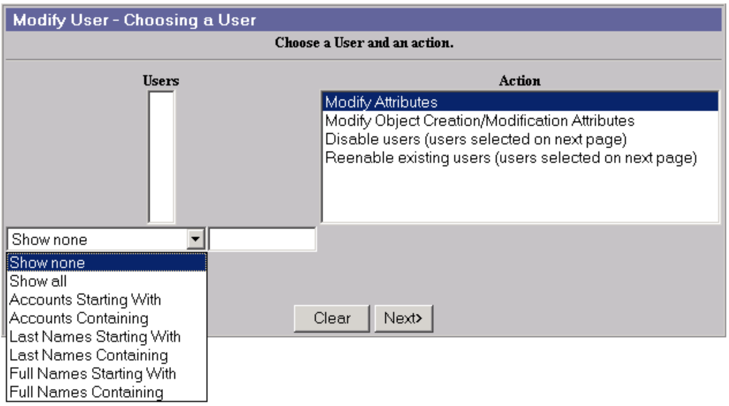
Search capability for object lists

Symantec Web Security offers a search capability that eliminates the need to scroll through a long list to locate a particular user or client, and is useful for sites that support large numbers of users or clients. This search capability can be turned on and off individually for each object.

See "Modifying object box controls" on page 143.

In addition to the search capability, you can specify whether to automatically display all of the objects in a list (Show All) or to show no objects until search results are posted (Show None). This feature is useful for sites that have large numbers of users. By choosing not to show users by default, you can eliminate a potential processing delay that may be incurred because the software must request this information from the system. When a screen with active search capability is first displayed, the menu on the left displays the Show all or Show none default setting.

Note: When searching for system users, the domain must be included in the search. For example, entering <domain>/b as a search parameter would render all user names in that domain that begin with b.


Modify User - Choosing a User
Choose a User and an action.
Users
Action
Modify Attributes
Modify Object Creation/Modification Attributes
Disable users (users selected on next page)
Reenable existing users (users selected on next page)
Show none
Show none
Show all
Accounts Starting With
Accounts Containing
Last Names Starting With
Last Names Containing
Full Names Starting With
Full Names Containing
Clear
Next>

In this case, Show none is the default setting; the list of users contains no entries until search results are displayed

If the default setting is Show all, the complete list of users displays

The search parameters for the User object differ from those for other objects.

Table 8-1 Search parameters for User object

Search parameter	Description
Accounts Starting With	Searches for all account names that start with specific text
Accounts Containing	Searches for all account names that contain specific text
Last Names Starting With	Searches for all user last names that start with specific text
Last Names Containing	Searches for all user last names that contain specific text
Full Names Starting With	Searches for all user names (including first names) that start with specific text

Table 8-1 Search parameters for User object

Search parameter	Description
Full Names Containing	Searches for all user names (including first names) that contain specific text

The search parameters for Client, Group, and List objects are described in the table below.

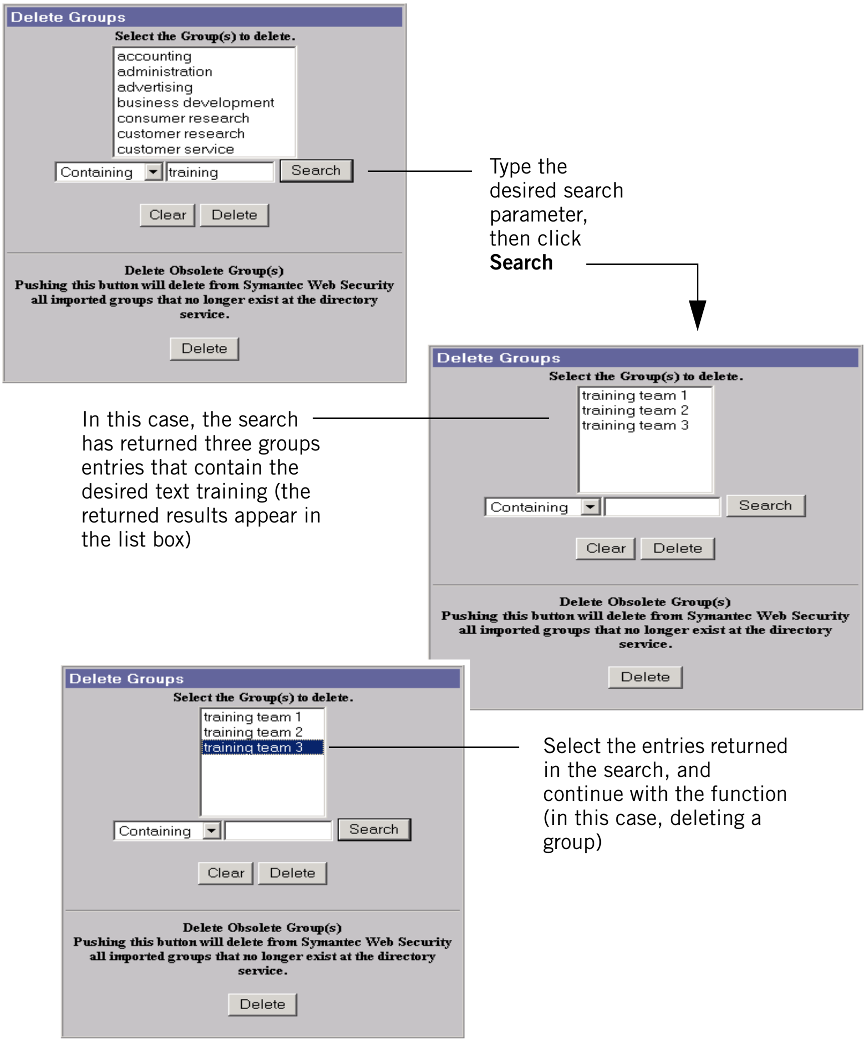
Table 8-2 Search parameters for Client, Group, and List objects

Search parameter	Description
Starting With	Searches for all entries that start with specific text
Containing	Searches for all entries that contain specific text

To use the search capability

1. In a screen with active search capability, select a search parameter from the menu.
2. In the box on the right side, type the text for which to search.
3. Click **Search**.
   Symantec Web Security displays the search results in the object list box.
4. Select the desired objects from the returned entries.
   Even if only one entry is returned, you must select this entry in order to proceed.

5 Continue with the function you are performing.



Delete Groups

Select the Group(s) to delete.

accounting
administration
advertising
business development
consumer research
customer research
customer service

Containing ▾ training [Search]

[Clear] [Delete]

Delete Obsolete Group(s)
Pushing this button will delete from Symantec Web Security all imported groups that no longer exist at the directory service.

[Delete]

Type the desired search parameter, then click **Search**

Delete Groups

Select the Group(s) to delete.

training team 1
training team 2
training team 3

Containing ▾ [Search]

[Clear] [Delete]

Delete Obsolete Group(s)
Pushing this button will delete from Symantec Web Security all imported groups that no longer exist at the directory service.

[Delete]

In this case, the search has returned three groups entries that contain the desired text training (the returned results appear in the list box)

Delete Groups

Select the Group(s) to delete.

training team 1
training team 2
training team 3

Containing ▾ [Search]

[Clear] [Delete]

Delete Obsolete Group(s)
Pushing this button will delete from Symantec Web Security all imported groups that no longer exist at the directory service.

[Delete]

Select the entries returned in the search, and continue with the function (in this case, deleting a group)

Understanding the Access Denied page

The Symantec Web Security Access Denied page displays when users attempt to access Web pages or download files for which they do not have permission.

The Access Denied screen shows the requested URL and the reason the user has been blocked from viewing the requested URL. Reasons for blocking include:

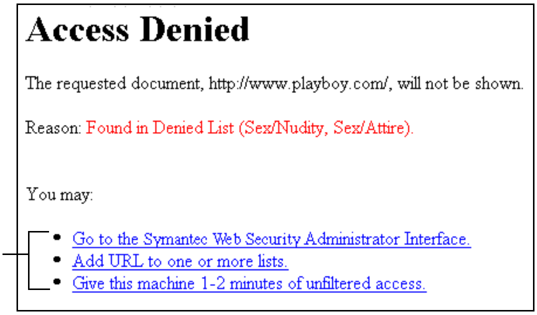
- User is Allow Only (sample permitted URLs are listed as active links).
- URL found in Denied list (the specific lists containing the URL are shown).
- The DDR score for the requested URL exceeds the threshold (the DDR score for the page is shown). If the requesting user has administrative permissions, the words that caused DDR to block the page are also shown. You must scroll down on the Access Denied page to see the list of words.

If the requesting user has administrative permissions, the Access Denied page displays several links for convenience. A user with administrative permissions can perform the following actions from the Access Denied page:

- Go to the Symantec Web Security main administration page.
- Add the URL to one or more lists. This feature is useful if DDR blocks a URL not currently contained in any list that should be categorized.

Clicking Give the machine 1-2 minutes of unfiltered access provides 1-2 minutes of unfiltered access only if client has been given precedence over user.

Clicking Give the machine 1-2 minutes of unfiltered access occasionally may result in the Access Denied page being displayed again. Browser caching of the Access Denied page is the cause of this problem. To access the requested document, clear the browser cache, wait a few seconds, and click Refresh.



Access Denied

The requested document, http://www.playboy.com/, will not be shown.

Reason: Found in Denied List (Sex/Nudity, Sex/Attire).

You may:

- Go to the Symantec Web Security Administrator Interface.
- Add URL to one or more lists.
- Give this machine 1-2 minutes of unfiltered access.

Administrative choices display if logged-on user has any administrative permissions

Editing the Access Denied page

The Access Denied page can be customized to suit your organization's needs by editing two configuration files: blocked.mhtml and blocked.txt. The blocked.mhtml file is used for the Access Denied page when the browser is able to display an HTML document, and the blocked.txt file is used when only a text file can be displayed. (The file that is displayed depends on the type of file the browser is working on when the Access Denied page is needed. Both files should be edited to be the same so that your Access Denied message is consistent.)

For Windows NT/2000, these two files are located in the \Program Files\Symantec\Symantec Web Security\html\english\Default directory. For Solaris, these files are located in /opt/SYMCsws/html/english/Default.

Note: The two files noted above are the only two files that you are licensed to modify. Any HTML modifications beyond those described here require a separate license from Symantec. If you feel you need to modify other HTML files, contact a Symantec representative for more information.

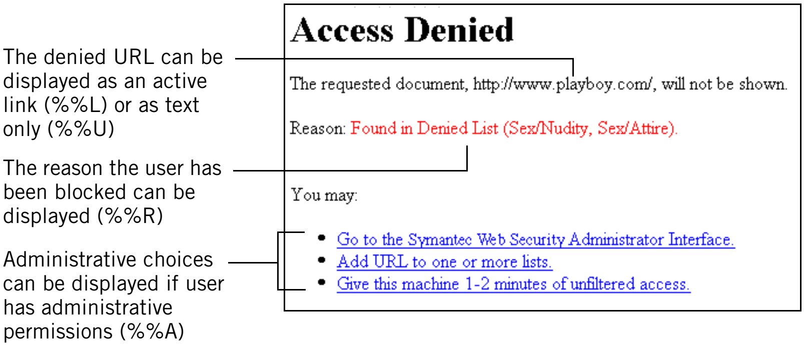
The Access Denied page contains text that remains the same each time the page is displayed, as well as dynamic information specific to the blocked event. Both the standard and the dynamic text can be changed as necessary using HTML editing convention.

To insert the dynamic information, use the following HTML tags.

Table 8-3 HTML tags for changing Access Denied text

HTML tag	Description
%%R	Displays the reason that the requested site was blocked (for example, DDR, Allow Only, Deny list)
%%F	Displays words found by DDR that resulted in the page being blocked (only for users with administrative permissions)
%%A	Displays administrative options (only for users with administrative permissions)
%%H	Inserts the name of the host running Symantec Web Security (to let you construct any desired local links)
%%L	Displays denied URL as an active link
%%U	Displays denied URL as text only (not as an active link)

The following is an example of a customized Access Denied page.



Access Denied

The requested document, http://www.playboy.com/, will not be shown.

Reason: Found in Denied List (Sex/Nudity, Sex/Attire).

You may:

- Go to the Symantec Web Security Administrator Interface.
- Add URL to one or more lists.
- Give this machine 1-2 minutes of unfiltered access.

The denied URL can be displayed as an active link (%%L) or as text only (%%U)
The reason the user has been blocked can be displayed (%%R)
Administrative choices can be displayed if user has administrative permissions (%%A)

Working with the System object

This chapter includes the following topics:

Modifying the System object

The Modify method for the System object lets you do the following:

- Modify the proxy configuration.
- Modify the built-in HTTP server options.
- Define an HTTPS server connection.
- Modify Symantec Web Security licensing.
- Modify object box controls.
- Modify other system attributes.
- Modify regional settings.
- Back up the Symantec Web Security configuration.
- Restore a backed-up configuration.
- Define a directory service connection.
- Configure policy management.
- Modify logging configuration.

Modifying the proxy configuration

Depending on your network setup, you may need to modify the proxy configuration for Symantec Web Security.

In a standard configuration, the server running Symantec Web Security functions as the proxy server for all Internet requests. If your network configuration requires the Symantec Web Security server to proxy Internet requests through another server (called proxy chaining), you must specify those proxy settings.

If your network has been set to transparently proxy all HTTP requests through the server running Symantec Web Security, you must enable transparent proxy support for Symantec Web Security.

To modify the proxy configuration

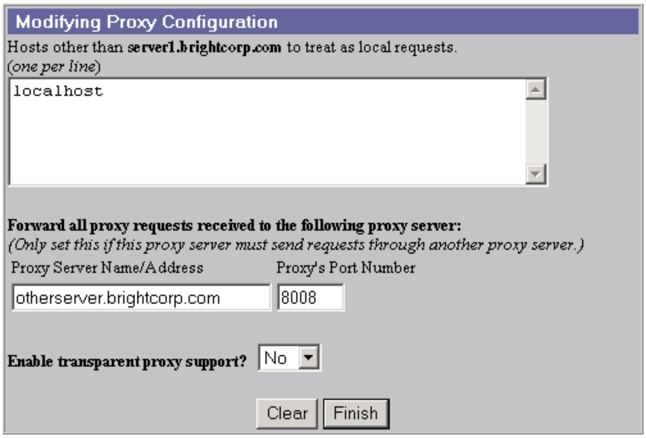
1. On the main administration page, click the **Modify** method for the System object.
2. Click **Proxy Configuration**.
3. Click **Next**.
4. Type any other host names by which the server running Symantec Web Security can be identified (one per line).

   You must specify other host names so that Symantec Web Security treats any requests using these alternate host names as local requests.
5. If you have established proxy chaining, type the host name or IP address of the server through which you want Symantec Web Security to proxy Internet requests and the appropriate port number.
6. Activate transparent proxy support if applicable.

   Transparent proxy is not supported for Windows NT.
7. Click **Finish**.
8. Click **Done** to return to the main administration page.

Changing your proxy settings has no effect on the browser settings on client workstations. The browser settings should remain set to proxy through the server that is running Symantec Web Security.

See "Configuring your network to work with Symantec Web Security" on page 89.



Modifying Proxy Configuration

Hosts other than **server1.brightcorp.com** to treat as local requests.
(one per line)

```
localhost
```

Forward all proxy requests received to the following proxy server:
(Only set this if this proxy server must send requests through another proxy server.)

Proxy Server Name/Address	Proxy's Port Number
otherserver.brightcorp.com	8008

Enable transparent proxy support? No

Modifying the built-in HTTP server options

The built-in HTTP server settings let you change the number of simultaneous connections permitted to the Symantec Web Security HTTP server. You can also change the server port number selected during installation.

To modify the built-in HTTP server options

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Built-in HTTP Server Options**.
3. Click **Next**.
4. Select the maximum number of simultaneous connections permitted to Symantec Web Security from the range in the menu.

   The number of connections that you enable should be some fraction of the total number of client workstations you have on your network (the total number of client workstations equaling the maximum number of simultaneous connections that are possible on your network). The default setting of 50 is the recommended setting for most networks.

   In determining a suitable number of simultaneous connections for Symantec Web Security, take into account the following. Generally, the higher the number of connections permitted, the more overhead that is required to support these connections, which may slow performance. Consider network performance and available memory (because each simultaneous request will use additional memory) in selecting the number of simultaneous connections. If the number of simultaneous connections is set too low, too few resources will be available to handle network delays that may be encountered.

   If during periods of high network usage the number of requests to Symantec Web Security exceeds the number of simultaneous connections specified here, then each additional request is queued and processed as soon as another request is completed.
5. In the HTTP Port Number box, type a new port number.

   The port number specified during installation appears as the default in this box (8002 is the default Symantec Web Security port number). Only change the port number to avoid conflict with another application.
6. Click **Finish**.
7. Click **Done** to return to the main administration page.

Defining an HTTPS server connection

You can define an HTTPS server connection between client computers and Symantec Web Security for SSL encryption of user names and passwords during logon sessions.

Note: You must have a certificate installed prior to enabling SSL encryption for logons.

To define an HTTPS server

You must do the following to define an HTTPS server:

- Generate a private key.
- Generate an SSL certificate request.
- Submit the certificate request to a recognized Certificate Authority.
- Submit to Symantec Web Security the certificate returned from the Certificate Authority.
- Identify an HTTPS server.
- Restart the HTTPS server.

To generate a private key

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Manage Certificates**.
3. Click **Next**.
4. In the Manage Certificates window, click **Private Key**.

   A private key is generated. At the bottom of the Manage Certificates window, Generated is displayed beneath Status for Certificate, and the date and time that the key was generated are displayed beneath Date.
5. In the Success window, click **Done**.

To generate a certificate request

1. In the Manage Certificates window, click **Certificate Request**.
2. In the Certificate Request window, you must do all of the following:
   - In the Common Name box, type the IP address or resolvable host name of the computer running Symantec Web Security, for example, brightschool.com.
   - In the Organization box, type the name of your organization, for example, Bright School.
   - In the Organization Unit box, type the type of business for your organization, for example, Education.
   - In the City/Locality box, type your city or locality.
   - On the State/Province menu, select your state or province.
   - On the Country/Region menu, select your country or region.
   - In the Email Address box, type your email address.

     The certificate will be mailed to the email address entered in this box.
3. Click **Done**.

   The Generated Certificate Request window is displayed with the certificate request in the text area.

To submit the generated certificate request to a recognized Certificate Authority

1. In the Generated Certificate Request window, copy the entire contents of the generated request, including the header and footer, to your clipboard or to a text file.
2. Click **Done**.

   The main administration page is displayed.
3. Submit the clipboard contents or the copied text file to a recognized Certificate Authority (for example, VeriSign) by pasting it at the Certificate Authority's site, as they direct.

   The recognized Certificate Authority emails your certificate to the address you typed on the Certificate Request page.

To submit the returned certificate to Symantec Web Security

1. Copy the entire certificate, including the header and footer, received via email from the Certificate Authority.
2. In the Symantec Web Security main administration page, click the **Modify** method for the System object.
3. Click **Manage Certificates**.
4. Click **Next**.
5. Click **Install Certificate**.
6. In the Certificate Installation window, paste the entire copied certificate, including header and footer.
7. Click **Done**.

   The Manage Certificates window displays. Generated is displayed beneath Status for Certificate, and the date the certificate was generated is displayed beneath Date.
8. Click **Done** to return to the main administration page.

To identify an HTTPS server

Warning: If you attempt to identify an HTTPS server without first installing a certificate, and you stop and restart the service, you will no longer be able to log on to Symantec Web Security.

1. On the main administration page, click the **Modify** method for the System object.
2. Click **HTTPS Server**.
3. Click **Next**.
4. Check **SSL Encryptions for Logins**.
5. In the Maximum Number of Simultaneous HTTPS Connections box, type the maximum number of simultaneous connections that the HTTPS server may open with client computers at one time.

   50 is the default for this box. The default accommodates most environments.
6. In the HTTPS Port Number box, type the port number of the HTTPS server.

   The default port number is 443.
7. Click **Finish**.
8. Restart the HTTPS server.

Licensing Symantec Web Security

Key features for Symantec Web Security, including antivirus scanning functionality and content list updates, are activated by licenses (a content and a product license). A product license enables you to use Symantec Web Security. A content license enables you to receive virus definition, list, and dictionary updates. Licenses are initially installed following product installation, through the Symantec Web Security administrative interface.

See "Activating a license" on page 86.

Initiating list/dictionary download

The Symantec Web Security predefined Content Category Lists and dictionaries are continually updated by Symantec. The software automatically polls Symantec several times a day to determine whether updated versions have been posted. If new versions are posted, Symantec Web Security automatically initiates a download. Filtering is not affected during a list/dictionary download.

Note: If you do not subscribe to list updates, you cannot download updated lists. When your support expires, the Symantec lists that you are currently using are deleted.

You can manually initiate a download, if necessary. You can also check to see which versions of the lists and dictionaries Symantec Web Security is currently using and the date and time that these versions were created. You can also check to see when your current subscription to the list updates expires.

To initiate a list/dictionary download

1. On the main administration page, click the **LiveUpdate** method for the LiveUpdate object.
2. Click **LiveUpdate Now**.

   Symantec Web Security confirms that a download cycle has been initiated. Symantec Web Security checks to see if a new version is available. If so, the download occurs in the background and may take several minutes. Recheck the version numbers on this display in a few minutes to see whether an updated list has been posted. You can also check to see if an update has been posted by running an Access Report and checking the File Downloaded check box.

   See "Access reports" on page 166.
3. Click **Done** to return to the main administration page.

Modifying object box controls

Symantec Web Security offers a search capability that eliminates the need to scroll through a long list to locate a user or client. This feature is useful for sites that support large numbers of users or clients. This search capability can be turned on and off individually for each object.

See “Search capability for object lists” on page 128.

To modify the object box controls

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Object Box Controls.**
3. Click **Next.**
4. Activate the search capability for the appropriate objects.

Setting	Description
Show User’s Full Name in User Box?	Select whether to display the user’s full name in brackets next to the account name, for those functions that include lists of user accounts, such as Delete User. When this feature is turned off, lists of accounts include only the actual account name, for example, ayates. When this feature is turned on, the following account information displays: ayates [Andrew Yates]. **Note:** For sites with large numbers of system users, selecting Yes to display users’ full names may cause the software to take more time loading lists of user accounts because the software must request this information from the system.
Enable Searchable User Boxes When Available?	Select whether to enable the search capability for functions that include lists of users, such as Delete User. If you do not want the search capability activated, select No. To enable the search capability, select either Yes (Show all Users by Default) or Yes (Show no Users by Default). For sites with large numbers of users, selecting the Yes (Show all Users by Default) option to activate the search capability may cause the software to take more time loading lists of user accounts.

Setting	Description
Enable Searchable LDAP User Boxes When Available?	The default is Yes (Show no LDAP Users by Default). The other option is Yes (Show all LDAP Users by Default). For sites with large numbers of users, selecting the Yes (Show all LDAP Users by Default) option to activate the search capability may cause the software to take more time loading lists of user accounts.
Enable Searchable Group Boxes When Available?	Select whether to enable the search capability for functions that include lists of groups, such as Delete Group. If you do not want the search capability activated, select No. To enable the search capability, select either Yes (Show all Groups by Default) or Yes (Show no Groups by Default). For sites with large numbers of groups, selecting the Yes (Show all Groups by Default) option to activate the search capability may cause the software to take more time loading lists of groups.
Enable Searchable LDAP Group Boxes When Available?	The default is Yes (Show no LDAP Groups by Default). The other option is Yes (Show all LDAP Groups by Default). For sites with large numbers of LDAP groups, selecting the Yes (Show all LDAP Groups by Default) option to activate the search capability may cause the software to take more time loading lists of LDAP groups.
Enable Searchable Client Boxes When Available?	Select whether to enable the search capability for functions that include lists of clients, such as Delete Client. If you do not want the search capability, select No. To enable the search capability, select either Yes (Show all Clients by Default) or Yes (Show no Clients by Default). For sites with large numbers of client boxes, selecting the Yes (Show all Client Boxes When Available) option to activate the search capability may cause the software to take more time loading lists of clients.

Setting	Description
Enable Searchable List Boxes When Available?	Select whether to enable the search capability for functions that include lists of lists (for example, the Modify a List display). If you do not want the search capability activated, select No. To enable the search capability, select either Yes (Show all Lists by Default) or Yes (Show no Lists by Default). For sites with large numbers of list boxes, selecting the Yes (Show all List Boxes when Available) option to activate the search capability may cause the software to take more time loading lists of list boxes when available. **Note:** Enabling searchable list boxes for lists also activates searchable list boxes for the Dictionary object.

5. Click **Finish**.
6. Click **Done** to return to the main administration page.

Modifying other system attributes

Functions that can be performed include:

- Customize logging settings.
- Set default password settings.
- Change default logon settings.
- Reverse object hierarchy.
- Establish default filtering restrictions for users with administrative permissions.
- Enable debugging.
- Edit formats for dates and times displayed in Symantec Web Security report output.

To modify other system attributes

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Other Settings**.
3. Click **Next**.

4 Change the appropriate system attributes.

Setting	Description
Can users change their password?	Select the system default setting for whether virtual users can change their passwords. **Note:** The settings for specific users and groups may be inherited from the system default settings for changing passwords. Only virtual users can change their passwords.

Setting	Description
Use browser comforting?	Select whether browser comforting (with or without user notification) will be invoked. **Note:** Browser comforting settings for User, Client, and Group that were present in Symantec Web SEcurity, versions 2.5 and earlier, have been removed. A new setting under System has been added to configure browser and user comforting. If Symantec Web Security is installed as an upgrade, any previous entries saved for browser comforting (under User, Client, or Group) are ignored, and only what is entered in the new setting under System is recognized. ■ Yes (with user notification) Browser and user comforting are invoked when files are downloaded. Upon five seconds of invoking a download, two windows open: **Processing Document window** (window in which the status of the download displays) and **Processing Download window** (window in which you can continue to browse during the download). After download is complete, clicking the Back button on this window returns you to the referring page. **Note:** When the download completes, in some cases, clicking **Back** on the Processing Download window causes the download to restart. This is browser behavior that Symantec Web Security cannot control. You must manually stop the download in your browser window. Selecting the Save Target As option for downloads may cause you to receive system notification that the download is complete when, in fact, only the download of the Symantec Web Security user comforting window is complete. This is browser behavior that Symantec Web Security cannot control and occurs only when the Save Target As option is selected. To avoid such behavior, download files by clicking the link for the targeted file instead of using the Save Target As option. ■ Yes (without user notification) This is the default behavior. Browser comforting is invoked when files are downloaded, but no window opens to display the status of the download. ■ No No browser comforting is invoked.

Setting	Description
Disable user notification for these sites, if browser comforting is enabled	Specify host names of sites (one per line) for which user notification will not be invoked (browser comforting will still take place during long downloads to prevent the browser from timing out). By default, download.windowsupdate.com and ntservicepack.microsoft.com display so that downloads performed via these sites can be completed.
Should the toolbar be automatically displayed at logon?	Specify whether Symantec Web Security should automatically display the toolbar at logon. JavaScript must be enabled to automatically display the toolbar.
Default URL to use when none specified	Specify the default URL to display when no other URL has been requested (the URL that the browser displays automatically after a user has clicked Logon).
Redirect timeout	Select the length of time the Logon Completed page remains on the screen after a successful logon. To make the Logon Completed page appear only briefly, select 1 second.
Client revalidation timeout	Select the desired period of inactivity after which the software challenges the client browser for a cookie to ensure that the user has not changed. This setting can be used in situations in which pools of IP addresses are distributed randomly to users, to prevent a second user (having received the same IP address as the first user) from browsing under the first user's permissions if the first user did not log out of Symantec Web Security.
Select which object has higher precedence when determining settings	Select the object (Client or User) that has the highest priority in terms of object permissions. See "Hierarchy of access permissions" on page 31.
Should a user be allowed to log on from more than one client?	Indicate whether a user can log on to Symantec Web Security from more than one client workstation at any time. If this setting is set to No, a user is prevented from logging on to a second computer until the initial session terminates automatically or the user is logged off of the first computer manually. **Note:** At the second client, the user receives a message that he is already authenticated, and the logon is blocked.

Setting	Description
Should users be able to add URLs found in public lists to their private lists?	Specify whether users with access control for private lists can add URLs that are found in any public list (currently in an active state) to a private list. Thus, the user is restricted from adding a given URL to a private list only when a public list containing the URL is in an active state. Selecting No prevents users from adding URLs that are found in public lists to their private lists to override filtering settings that may have been established for the public list.
Can grant unfiltered access to administrators?	Specify the default setting for whether users can grant Unfiltered (or Audit Mode) access to another user with administrative privileges. If this setting is set to No, the Unfiltered and Audit Mode filtering settings cannot be assigned by users with Access Control to other accounts with administrative permissions over which they have administrative control. In addition, the two-minute administrative override for blocked sites (normally available to users with administrative permissions) is not available.
Enable debugging?	Enable or disable the debugging feature. When the debugging feature is enabled, Symantec Service and Support can view the error messages via a Web page to help them resolve a problem. During normal operation of the software, the debugging feature should be disabled. This setting should only be enabled when requested by Symantec Service and Support personnel and should be disabled immediately after the problem has been resolved.

5 Click **Finish**.

6 Click **Done** to return to the main administration page.

Modifying regional settings

To keep settings that affect locale, date, and time formats together, those settings have been moved from System > Modify > Other Settings > Modify System Attributes to their own window.

Table 9-1 Regional settings

Setting	Description
Default Server Locale	Select a new default server locale (language) if necessary. Changing the default server locale enables the software to handle the characters for the selected locale in all text entry boxes. You must stop and restart the Symantec Web Security service for a default server locale change to take effect. At installation, Symantec Web Security checks the locale of the server on which it starts, and uses that locale if it is supported. The list of supported locales is in the Default Server Locale drop-down menu. If Symantec Web Security does not support the locale, English is used.
Ordering of (D)ay, (M)onth, (Y)ear in date querying combo boxes	Type D for day, M for month, and Y for year to indicate the order in which month, day, and year display in date querying combo boxes.
Show hour querying combo boxes in AM/PM or 24-hour format	Select from the menu whether to show hours in AM/PM format or in 24-hour format.
Short date format string for reporting	Customize the short date format for Symantec Web Security reporting output using some or all of the following variables: %D = day, %M = month, %Y = year, %T = time, %Z = time zone, and %W = day of the week. Use commas and dashes as desired in this box to format the date string, for example, %M-%D-%Y. **Note:** Using commas may affect column output when reports are exported to comma-separated-value format.
Long date format string for reporting	Customize the long date format for Symantec Web Security reporting output using some or all of the following variables: %D = day, %M = month, %Y = year, %T = time, %Z = time zone, and %W = day of the week. Use commas and dashes as desired in this box to format the date string, for example, %M-%D-%Y. **Note:** Using commas may affect column output when reports are exported to comma-separated-value format.

Backing up the Symantec Web Security configuration

The Backup feature lets you back up the Symantec Web Security configuration (such as group attributes and group memberships, scheduled events, and so on). No other system files are included in this backup. You can save the backup files to a directory on the server that is running Symantec Web Security, or you can save the files directly to your local computer.

Note: Symantec Web Security must be running in local mode (not central policy mode) for Symantec Web Security to back up configuration.

To back up the Symantec Web Security configuration

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Backup Configuration**.
3. Click **Next**.
4. Do one of the following:
   - Click **Save to the following directory on the server**, and type the directory of the server that is running Symantec Web Security.
   - Click **Download backup to your computer.**

   If you save the backup file to the server running Symantec Web Security, the backup file is named automatically. (The file extension is .gfh.) Record the file name that is shown on the confirmation screen. You will need this file name to restore from the backup file.
5. If you choose to download the backup file to your local computer, specify a location for the file.

   The backup file is given a default name by the browser. You can change this file name.
6. Click **Backup**.

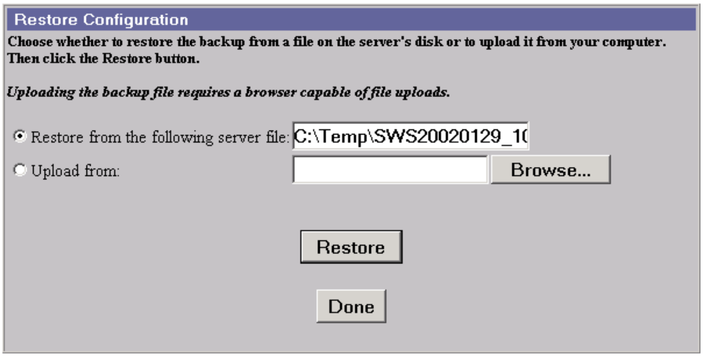
   Symantec Web Security confirms that the backup has been accomplished.
7. Click **Done** to return to the main administration page.

Restoring a backed-up configuration

If you have backed up the Symantec Web Security configuration, you can restore the backup if necessary.

To restore a Symantec Web Security configuration from backup

1. On the main administration page, click the **Modify** method for the System object.
2. Click **Restore Configuration**.
3. Click **Next**.
4. Choose whether to restore the backup from a file already on the server or to upload it from your local computer.
5. Do one of the following:
   - If you are restoring the backup from a file on the server, type the path for the file.
   - If you are uploading the file from another computer, type the name of the computer, then click **Browse**. Select the appropriate file from the local computer, then click **Open**.
6. Click **Restore**.
   The software confirms that the backup has been accomplished.



Restore Configuration

Choose whether to restore the backup from a file on the server's disk or to upload it from your computer. Then click the Restore button.

Uploading the backup file requires a browser capable of file uploads.

● Restore from the following server file: C:\Temp\SWS20020129_1(

○ Upload from:

7. Click **Done** to return to the main administration page.
8. Stop and restart Symantec Web Security.

Modifying directory services

You can define a directory service connection so that Symantec Web Security can query a directory service that resides on your network in order to authenticate its users and groups.

See “Defining a directory service connection” on page 170.

Modifying policy management

Centralized policy management lets administrators store and retrieve configuration data from a centralized LDAP server. The LDAP platforms supported are Sun ONE (formerly iPlanet), Microsoft Active Directory Server (ADS), and IBM SecureWay.

You can merge Symantec Web Security local configuration data with Symantec Web Security data stored on the centralized LDAP server. The configuration data includes information for virtual and imported user accounts; user, client, group, and system policy settings; local lists; and local dictionaries. The data is usually stored locally in the shared configuration, local configuration, local list, and local dictionary files.

Importing schema for Sun ONE to the LDAP directory structure

There are two options for importing schema for Sun ONE:

- Import schema via the Sun ONE console
- Import schema via the command line

Import schema via the Sun ONE console

1. Download the following two files to your hard drive:
   - sws_ou.ldif
   - sws_iplanet_schema.ldif
2. In the sws_ou.ldif file, replace all occurrences of %%%suffix%%% with your root DN.

   For example, dc=web,dc=school,dc=edu
3. Open the Sun ONE console.
4. On the Servers and Applications tab, double-click the computer icon where the host name is designated.
5. Double-click the Server Group folder.
6. Double-click **Directory Server**.

7 Click **Open**.

8 On the Configuration tab, on the Console menu, click **Import Databases**.

9 Browse for the two files that you saved to your hard disk:

- sws_ou.ldif
- sws_iplanet_schema.ldif

10 Click one of the files (either sws_ou.ldif or sws_iplanet_schema.ldif), then click **OK**.

11 Click the other file, then click **OK**.

When confirmation is needed to overwrite contents of the rejects file, click Yes.

Import schema via the command line

1 Download the following two files to your hard drive:

- sws_ou.ldif
- sws_iplanet_schema.ldif.

2 In the sws_ou.ldif file, replace all occurrences of %%%suffix%%% with your root DN.

For example, dc=web,dc=school,dc=edu

3 Locate the ldapmodify.exe file.

4 At the command line, type the following:

cd <path of ldapmodify.exe file>

ldapmodify -h <host name> -p <port> -D <admin account DN> -w <password> -f <import file path and name of a schema LDIF file>

For example: -h corpdev -p 389 -D “cn=directory manager” -w pass -f c:\ldapschema\sws_ou.ldif

Any command entry containing a space must be placed in quotation marks.

5 Press **Enter**.

6 Repeat steps 2 and 3, changing the input file path to that of the second file.

Importing schema for IBM SecureWay

Importing Symantec Web Security schema is done at the command line.

To import Symantec Web Security for IBM SecureWay

1. Download the following two files to your hard drive:
   - sws_ou.ldif
   - sws_ibm_schema.ldif
2. In the sws_ou.ldif file, replace all occurrences of %%%suffix%%% with your root DN.

   For example: o=brightcorp,c=us
3. At the command line, type the following:

   cd <path of ldapmodify.exe file> [**Default path is C: \Program Files\IBM\LDAP\bin**]

   ldapmodify -h <host name> -p <port> -D <admin account DN> -w <password> -f <import file path and name of a schema LDIF file>

   For example: -h corpdev -p 389 -D cn=root -w pass -f c:\ldapschema\sws_ou.ldif

   Any command entry containing a space must be placed in quotation marks.
4. Press **Enter.**
5. Repeat steps 2 and 3, changing the input file path to that of the second file.

Importing schema for Microsoft Active Directory Server (ADS)

Note: To import schema, you must be a member of the Schema Admins group.

You must complete four tasks to import schema for ADS:

- Install the ADS Schema snap-in on the centralized LDAP server.
- Register the snap-in with the Microsoft Management Console.
- Enable the LDAP server to modify the schema.
- Import the Symantec Web Security schema to the LDAP server.

To install the ADS Schema snap-in

1. On the Windows taskbar, click **Start** > **Run**.
2. In the Run dialog box, type **mmc**, then click **OK**.
3. On the Console menu, click **Add/Remove Snap-in**.
4. Click **Add.**
5. In the Standalone snap-in window, double-click **Active Directory Schema.**

6 Click **Close.**

7 Unless you are adding more snap-ins, click **OK.**

8 On the Console menu, click **Save.**

9 Select a location in which to save the file.

To register the snap-in with the Microsoft Management Console

◆ At the command line, type the following:
regsvr32 schmmgmt.dll

To enable the LDAP server to modify the schema

1 On the Console menu, click **Active Directory Schema**.

2 Right-click **Active Directory Schema**, then click **Operations Master.**

3 Check **The schema may be modified on this domain controller**.

4 Click **OK.**

To import the schema

1 Download the following two files to your hard drive:

- sws_ads_schema1.ldf
- sws_ads_schema2.ldf

2 In both files, replace all occurrences of %%%suffix%%% with your root DN. For example: dc=your,dc=domain,dc=name

3 Type **mmc**, then click **OK.**

4 Type the following:
ldifde -i -f <path of sws_ads_schema1.ldf file>

5 Press **Enter**.

6 On the ADS Schema Microsoft Management Console, right-click **Active Directory Schema**, then click **Reload schema.**

7 Repeat steps 2-4, replacing the path for the sws_ads_schema1.ldf file with the path for the sws_ads_schema2.ldf file.

Note: You must import sws_ads_schema1.ldf first, and sws_ads_schema2.ldf second.

Configuring Centralized Policy Management

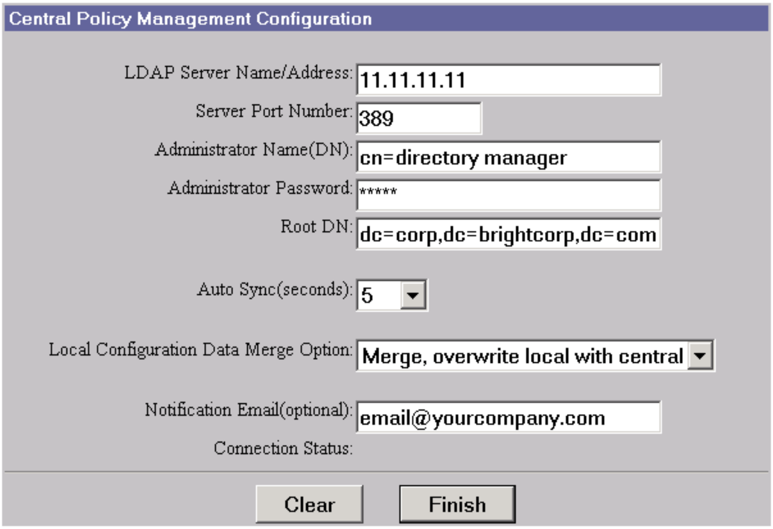
You configure Centralized Policy Management through the Symantec Web Security administrative interface. Only users with administrative privileges can configure Centralized Policy Management.

To configure Centralized Policy Management

1 On the administrative interface, under System, click **Modify**.

2 In the Modify System window, click **Policy Management**, then click **Next**.

3 In the Modify Policy Mode window, click **Central Policy Mode**, then click **Next**.



Central Policy Management Configuration

LDAP Server Name/Address: 11.11.11.11
Server Port Number: 389
Administrator Name(DN): cn=directory manager
Administrator Password: ******
Root DN: dc=corp,dc=brightcorp,dc=com
Auto Sync(seconds): 5
Local Configuration Data Merge Option: Merge, overwrite local with central
Notification Email(optional): email@yourcompany.com
Connection Status:

4 In the Central Policy Management Configuration window, in the LDAP Server Name/Address box, type either the host name or IP address of the LDAP server that stores the Symantec Web Security configuration data.

5 In the Server Port Number box, type the port number of your LDAP server.

6 In the Administrator Name (DN) box, type the administrator user name for the LDAP server to which your Symantec Web Security server connects.

For Sun ONE, the Administrator DN is typically cn=directory manager. For Microsoft Active Directory (ADS), the Administrator DN is typically cn=administrator,cn=users,dc=domain,dc=domain,dc=com. For IBM SecureWay, the Administrator DN is typically cn=root.

7 In the Administrator Password box, type in the LDAP Administrator password.

8 In the Root DN box, in the following format, type the distinguishing name for the root node of your LDAP directory:

AttributeType=AttributeValue,AttributeType=AttributeValue, etc.

For example: dc=web,dc=school,dc=edu

9 In the Auto Sync drop-down list, select the number of seconds between LDAP data updates to Symantec Web Security.

10 In the Local Configuration Data Merge Option, select one of the following:

- Merge, overwrite local with central: A Symantec Web Security administrator exports local Symantec Web Security configuration data to the centralized LDAP server, and imports centralized data from the LDAP server. If there is matching data (for example, identical list names), local data is replaced by matching centralized data. All Symantec Web Security servers that are connected to the LDAP server receive the updated data when their next sync occurs.
- Merge, overwrite central with local: A Symantec Web Security administrator exports local Symantec Web Security configuration data to the centralized LDAP server, and imports centralized data from the LDAP server. If there is matching data (for example, identical list names), centralized data is replaced by the matching local data. All Symantec Web Security servers that are connected to the LDAP server receive the updated data when their next sync occurs.
- Delete local, import central: The local configuration data is cleared, and all centralized data from the LDAP server is exported to all Symantec Web Security servers on the networks that are connected to the central LDAP server.

11 In the Notification Email box, type one or more email addresses to which a notification will be sent if and when the LDAP server connection is broken.

For example: email@brightcorp.com,email2@brightcorp.com

12 Click **Finish**.

In the bottom of the Central Policy Management Configuration window, beside Connection Status, On or Off will appear to show whether the LDAP server connection is active (On) or not active (Off).

Note: Merges may take up to a few minutes to complete.

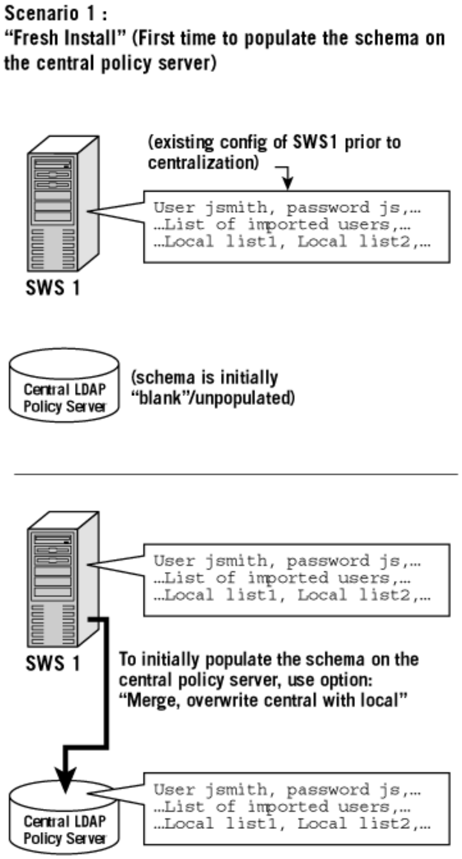
What configuration data is merged?

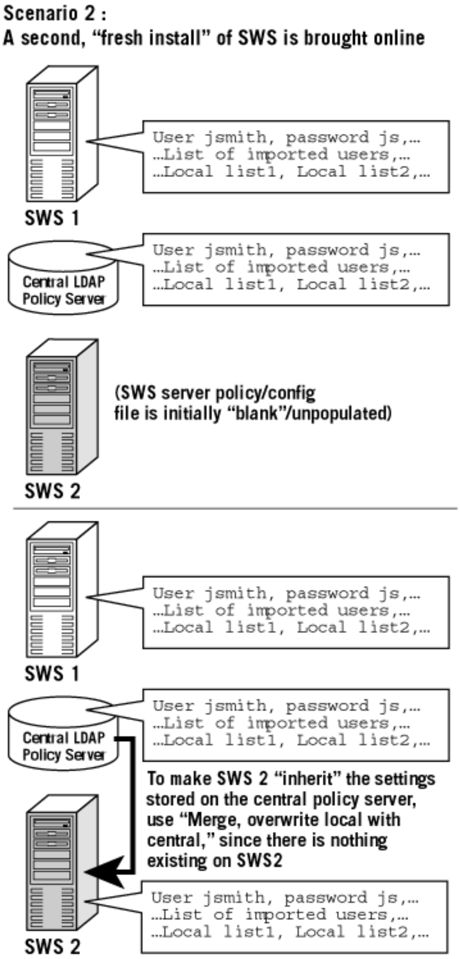
Generally, the configuration data currently stored in the shared configuration, local configuration, and the local list and dictionary files is stored in the centralized LDAP directory with Symantec Web Security schema.

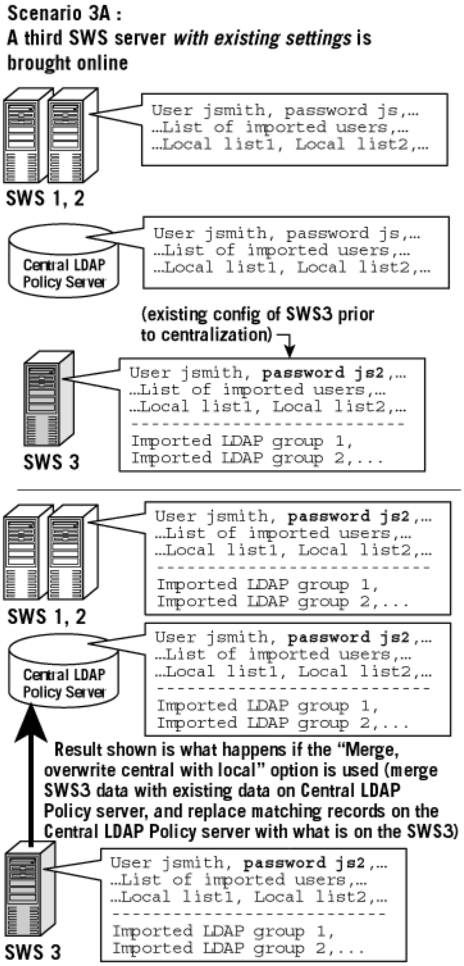
The following configuration data is not centralized and, therefore, cannot be merged with data on local Symantec Web Security servers:

- Proxy Configuration
- Built-in HTTP server options
- Manage Certificates
- HTTPS Server
- Licensing
- Other Settings
- Regional Settings: Locale
- Backup Configuration
- Restore Configuration
- Policy Management

Centralization scenarios


Scenario 1 :
“Fresh Install” (First time to populate the schema on the central policy server)
(existing config of SWS1 prior to centralization)
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1
Central LDAP Policy Server
(schema is initially “blank”/unpopulated)
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1
To initially populate the schema on the central policy server, use option: “Merge, overwrite central with local”
Central LDAP Policy Server
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…


Scenario 2 :
A second, “fresh install” of SWS is brought online
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Central LDAP Policy Server
(SWS server policy/config file is initially “blank”/unpopulated)
SWS 2
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Central LDAP Policy Server
To make SWS 2 “inherit” the settings stored on the central policy server, use “Merge, overwrite local with central,” since there is nothing existing on SWS2
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 2

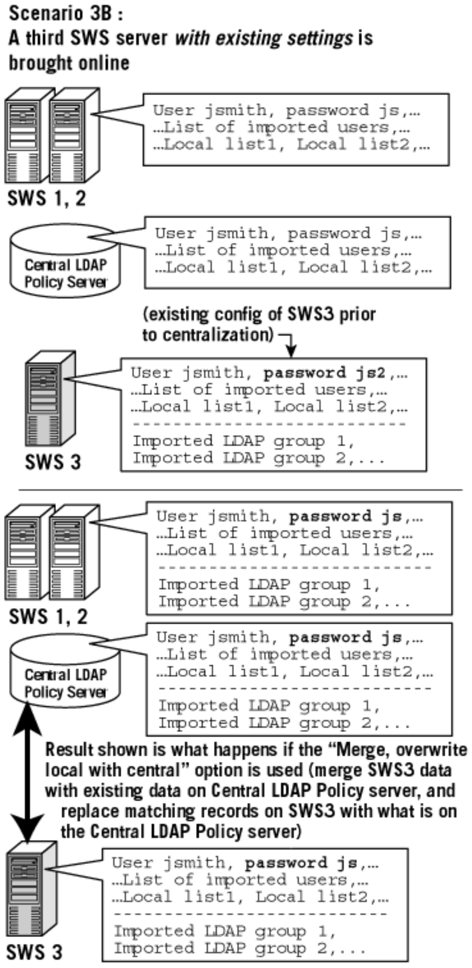


Scenario 3A :
A third SWS server *with existing settings* is brought online

(existing config of SWS3 prior to centralization)

Result shown is what happens if the "Merge, overwrite central with local" option is used (merge SWS3 data with existing data on Central LDAP Policy server, and replace matching records on the Central LDAP Policy server with what is on the SWS3)

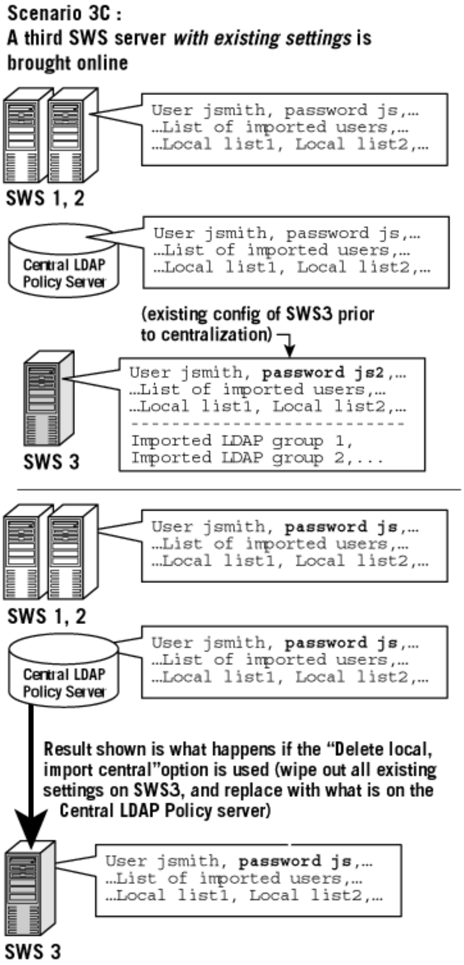
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1, 2
Central LDAP Policy Server
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
User jsmith, password js2,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 3
User jsmith, password js2,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 1, 2
Central LDAP Policy Server
User jsmith, password js2,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
User jsmith, password js2,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 3



Scenario 3B :
A third SWS server *with existing settings* is brought online

User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1, 2
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Central LDAP Policy Server
(existing config of SWS3 prior to centralization)
User jsmith, password js2,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 3
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 1, 2
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
Central LDAP Policy Server
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 3

Result shown is what happens if the “Merge, overwrite local with central” option is used (merge SWS3 data with existing data on Central LDAP Policy server, and replace matching records on SWS3 with what is on the Central LDAP Policy server)


Scenario 3C :
A third SWS server *with existing settings* is brought online
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1, 2
Central LDAP Policy Server
User jsmith, password js,…
…List of imported users,…
…Local list1, Local list2,…
(existing config of SWS3 prior to centralization)
User jsmith, **password js2**,…
…List of imported users,…
…Local list1, Local list2,…
Imported LDAP group 1,
Imported LDAP group 2,...
SWS 3
User jsmith, **password js**,…
…List of imported users,…
…Local list1, Local list2,…
SWS 1, 2
Central LDAP Policy Server
User jsmith, **password js**,…
…List of imported users,…
…Local list1, Local list2,…
Result shown is what happens if the "Delete local, import central"option is used (wipe out all existing settings on SWS3, and replace with what is on the Central LDAP Policy server)
User jsmith, **password js**,…
…List of imported users,…
…Local list1, Local list2,…
SWS 3

Modifying logging configuration

Logging settings have been moved from System > Modify > Other Settings > Modify System Attributes to their own window. A new option for SESA (Symantec Enterprise Security Architecture) logging is available.

Table 9-2

Setting	Description
Local logging	Select to enable local logging, and select the length of time that Symantec Web Security retains activity logs. **Note:** Log files can become extremely large depending on the amount of activity and the length of time activity logs are retained. You may need to adjust this number accordingly.
SESA logging	Select to enable SESA logging, and type the SESA Agent host name and port ID.
Activity logging	Select the type of browsing activity that Symantec Web Security logs. You can specify None, Violations, Violations and text pages visited, or All. This setting applies to browsing activity only. Administrative functions are always logged, and logging of administrative activity cannot be disabled. Many of the report functions do not operate when activity logging is disabled. In order for content categories to be reported, the applicable Use Vendor Lists setting must be set to Yes and the Content Category lists must be in one of the active states. See "Scheduling the system defaults for filtering" on page 181. The settings for specific clients, users, and groups may be inherited from the system default settings for logging browsing activity.

Scheduling the System object

Scheduling the System object lets you establish system defaults for Web filtering (when content filtering is licensed).

See "Establishing system-level filtering settings" on page 179.

Generating system-level reports

The Report feature lets you examine summary and statistical information regarding your network usage.

Access reports

Generating an Access report lets you examine access history for selected objects or for all users, clients, and groups on your network.

In an Access report, each access is reported on two to three lines, depending on the amount of data available. For each access, the report contains the date and time the reported action occurred, the realm (Symantec Web Security or Administration), the action (logon, URL visited, object scheduled, content violation), and the result (succeeded or failed). The report also indicates the user, the client from which the action was initiated, and the URL accessed or for which access was attempted (if appropriate). Additional information may include information available on the particular action (logoff due to timeout, violation due to DDR, and so on).

To generate an Access report

1. On the main administration page, click the **Report** method for the System object.
2. Click **Access Report**.
3. Click **Next**.
4. Select the specific objects on which to report.

   You can report on any number of Client, User, and Group objects simultaneously. If no objects are selected, the system report includes information on all objects.
5. Click **View Usage**.
6. Select the date and time range of the report.

7 Specify the type of information to be included in the report.

If none of the check boxes are selected, the report includes all types of information. If one or more check boxes are selected, the report contains only the requested content. The types of information are described in the tables below.

Content realms	Description
Administration	Reports administrative functions performed by users with administrative privileges, as well as antivirus activity including successful LiveUpdate sessions and virus definition updates. Administration will also display list and dictionary download attempts.
Symantec Web Security	Reports all browsing activity for the selected objects.

Reported actions	Description
Login	All login activity for the selected objects.
Logout	All logout activity for the selected objects.
Content Violation	All Internet access attempts that were blocked for the selected objects.
Audit Violation	All Internet access attempts in Audit mode for the selected objects that would have been blocked if the user was actually being filtered.
AutoLocked	All activity for the selected objects that resulted in a user being AutoLocked.
Access Violation	All attempts for the selected objects to access the administration pages by users who do not have administrative permissions.
Object Added	All objects added to Symantec Web Security for the selected objects.
Object Deleted	All objects deleted from Symantec Web Security for the selected objects.
Object Modified	All modified objects for the selected objects.
Object Scheduled	All scheduled objects for the selected objects.

Reported actions	Description
File Downloaded	All files automatically downloaded (i.e., filter lists, dictionaries).
URL Visited	All URLs visited for the selected objects.
Viruses Found	All viruses found for the selected objects.
Virus Defs Updated	Virus definition update attempts for the selected time period.
LiveUpdate	LiveUpdate sessions attempted for the selected time period.
Scan Error	All antivirus engine and decomposer errors that occur in scanning files for the selected objects.

8 Select whether you want the report output to display as a Web form or to be exported in comma-separated-value (CSV) format to a file.

If you select CSV format, the information displays in your Web browser and you must choose the Save As function to save the output to a file.

The first line of data in this display contains the headers (separated by commas) for each possible box in the report file. Subsequent lines contain data for each log entry. If a particular type of information is not requested in a given report, no information is displayed for that box, and no text appears between the respective comma separators.

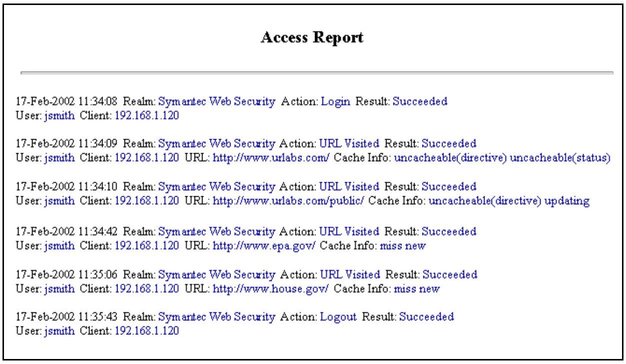
9 If you want the URLs that appear in the report to be active links for easy review, click **Turn URLs into Links**.

Keep in mind that for larger reports selecting the Turn URLs into Links option may generate too much data for the Web browser to process in a timely manner.

10 In the Search box, optionally type any text for which you want to search.

This action narrows the scope of the report. For example, to see how many users tried to access a particular site, such as playboy.com, type **playboy** in the search box. The report displays any report entries that contain that text.

11 Click **Generate Report**.



Access Report

```
17-Feb-2002 11:34:08  Realm: Symantec Web Security  Action: Login  Result: Succeeded
User: jsmith  Client: 192.168.1.120

17-Feb-2002 11:34:09  Realm: Symantec Web Security Action: URL Visited  Result: Succeeded
User: jsmith  Client: 192.168.1.120  URL: http://www.urlabs.com/  Cache Info: uncacheable(directive) uncacheable(status)

17-Feb-2002 11:34:10  Realm: Symantec Web Security Action: URL Visited  Result: Succeeded
User: jsmith  Client: 192.168.1.120  URL: http://www.urlabs.com/public/  Cache Info: uncacheable(directive) updating

17-Feb-2002 11:34:42  Realm: Symantec Web Security Action: URL Visited  Result: Succeeded
User: jsmith  Client: 192.168.1.120  URL: http://www.epa.gov/  Cache Info: miss new

17-Feb-2002 11:35:06  Realm: Symantec Web Security  Action: URL Visited  Result: Succeeded
User: jsmith  Client: 192.168.1.120  URL: http://www.house.gov/  Cache Info: miss new

17-Feb-2002 11:35:43  Realm: Symantec Web Security  Action: Logout  Result: Succeeded
User: jsmith  Client: 192.168.1.120
```

Access Summary reports

An Access Summary report includes the most frequently accessed URLs, the most active users, the most active clients, and a summary of access violations for the selected objects.

To generate an Access Summary report

1 On the main administration page, click the **Report** method for the System object.

2 Click **Access Summary Report**.

3 Click **Next**.

4 Select the specific objects on which to report.

You can report on any number of Client, User, and Group objects simultaneously. If no objects are selected, the system report includes information on all objects.

5 Click **View Usage**.

6 Select the date and time range of the report.

7 In the Search box, optionally type any text for which you want to search.

This action narrows the scope of the report. For example, to see how many users tried to access a particular site, such as playboy.com, type **playboy** in the search box. The report displays any report entries that contain that text.

8 Click **Generate Report**.

Defining a directory service connection

You can define a directory service connection so that Symantec Web Security can query a directory service that resides on your network in order to authenticate its users and groups.

Symantec Web Security supports the following types of directory services:

- Microsoft NT system user
- Sun Solaris system user
- Remote Authentication Dial In User Service (RADIUS)

  You must have the appropriate Symantec Web Security license to receive RADIUS support.
- Lightweight Directory Access Protocol (LDAP)

  Symantec Web Security works with the following LDAP platforms: Sun ONE, Microsoft Active Directory, and IBM SecureWay.

Only one form of directory service can be supported at any time. The default directory service is Virtual Users Only, in which case no external directory service is supported.

System-wide settings apply to directory service users and groups authenticated through Symantec Web Security. To change settings for directory service users and groups, they must be added to Symantec Web Security.

See “Adding a user” on page 226.

Symantec Web Security can support only one directory service at a time. You can change the directory service you want supported through the Modify method for the System object.

When you change directory services, the directory service users and groups previously added to Symantec Web Security are assumed to exist in the newly supported directory service. If they do not, they are considered obsolete. Obsolete users are inactive but remain in Symantec Web Security until deleted.

See “Deleting a user” on page 238.

If you change from having a directory service supported to having only virtual users supported, all directory service users and groups previously added to Symantec Web Security are assumed to be converted to virtual users and groups. Since Symantec Web Security does not store the password of the external directory service users, passwords for users added to the software from a directory service must be updated in Symantec Web Security.

See “Changing a password” on page 121.

Configuring for virtual user and group support

Symantec Web Security can be configured to support virtual users and groups, in which case either system-wide or individual settings can be established.

To configure Symantec Web Security to support only virtual users and groups

1. On the main administration page, click the **Modify** method for the System object.
2. In the Modify System window, click **Directory Services**.
3. Click **Next**.
4. Click **Virtual Users Only**.
5. Click **Done**.

Configuring for system user and group support

System-wide settings apply to system users and groups authenticated through Symantec Web Security. To change settings for system users and groups, they must be added to Symantec Web Security.

To define a directory service connection with an NT or Solaris directory server

1. On the main administration page, click the **Modify** method for the System object.
2. In the Modify System window, click **Directory Services**.
3. Click **Next**.
4. Click the appropriate system user choice.

   In the Modify Directory Services window, either NT System users or Solaris System users appears as a directory option, based on the operating system of the computer running Symantec Web Security.

   Only users exist in Solaris directories. Solaris does not support groups.
5. Click **Done**.

Configuring for RADIUS user support

RADIUS support is an option only if the EXTERNAL_DIRECTORY_SERVICES license feature is enabled.

Only users exist in RADIUS directories. RADIUS does not support groups. System-wide settings apply to RADIUS users authenticated through Symantec

Web Security. To change settings for RADIUS users, they must be added to Symantec Web Security.

To define a directory service connection with a RADIUS directory server

1. On the main administration page, click the **Modify** method for the System object.
2. In the Modify System window, click **Directory Services**.
3. Click **Next**.
4. In the Modify Directory Services window, click **RADIUS**.
5. Click **Next**.
6. In the Modifying RADIUS User Source window, type the following for each RADIUS server in the appropriate boxes:
    - Name/IP address
    - Authentication port
    - Accounting port
    - Secret (encryption) information
7. Click **Modify**.
8. Click **Done**.

Configuring for LDAP user and group support

System-wide settings apply to LDAP users and groups authenticated through Symantec Web Security. To change settings for LDAP users and groups, they must be added to Symantec Web Security. The LDAP-compliant platforms that Symantec Web Security supports are Sun ONE, IBM SecureWay, and Microsoft Active Directory.

You must reinstall Symantec Web Security if you make either of the following changes:

- Switch from having Symantec Web Security support Sun ONE or IBM SecureWay to having it support Microsoft Active Directory.
- Switch from having Symantec Web Security support Microsoft Active Directory to having it support Sun ONE or IBM SecureWay.

To define a directory service connection with an LDAP-compliant directory server

Note: For Sun ONE and IBM SecureWay, to configure Symantec Web Security for Secure Socket Layer (SSL) encryption between the Symantec Web Security server and the LDAP server, you must have Netscape 4.0 or later installed on the same computer running Symantec Web Security. The cert7.db file generated when Netscape is installed is where the SSL certificate is located. The full path of that cert7.db file must be supplied while configuring for SSL encryption. Microsoft Active Directory does not require a certificate for SSL encryption.

1. On the main administration page, click the **Modify** method for the System object.
2. In the Modify System window, click **Directory Services**.
3. Click **Next**.
4. In the Modify Directory Services window, click **LDAP**.
5. Click **Next**.
6. In the Server Name/Address box, type either a host name or an IP address that specifies the location of your LDAP server.
7. In the Server Port Number box, type the port number of your LDAP server.
8. In the Administrator Name box, type your LDAP administrator user name.

   For Sun ONE, the Administrator DN is typically cn=directory manager.

   For Microsoft Active Directory, the Administrator DN is typically cn=<Administrator>, where <Administrator> is the administrator logon on the Windows 2000 server.

   For IBM SecureWay, the Administrator DN is typically cn=root.

9 In the Administrator Password box, type your LDAP administrator password.

The administrator password is the password for the administrator designated in the Administrator Name box.

For Sun ONE, the password is typically set during installation of the LDAP server.

For Microsoft Active Directory, the password is typically the Windows 2000 password for the server that hosts Active Directory.

For IBM SecureWay, the password is typically set during installation of SecureWay.

Your password is stored within the shared configuration file in an encrypted format.

10 In the Root Node DN box, type the distinguishing name for the root node of your LDAP directory in the following format:

AttributeType=AttributeValue,AttributeType=AttributeValue

For example: dc=web,dc=school,dc=edu

11 In the Maximum Number of Simultaneous Connections box, type the maximum number of simultaneous connections that Symantec Web Security may open with the LDAP server at one time.

Allowing a maximum of 50 simultaneous connections accommodates most environments. The maximum number of simultaneous connections that Symantec Web Security can open with the LDAP server at one time is 1000.

A large number of simultaneous connections might slow performance.

12 On the LDAP Server Platform menu, select the platform of your LDAP server.

Default setting is iPlanet.

13 Check **SSL Security** if you want correspondence between the Symantec Web Security server and the LDAP server encrypted using SSL technology.

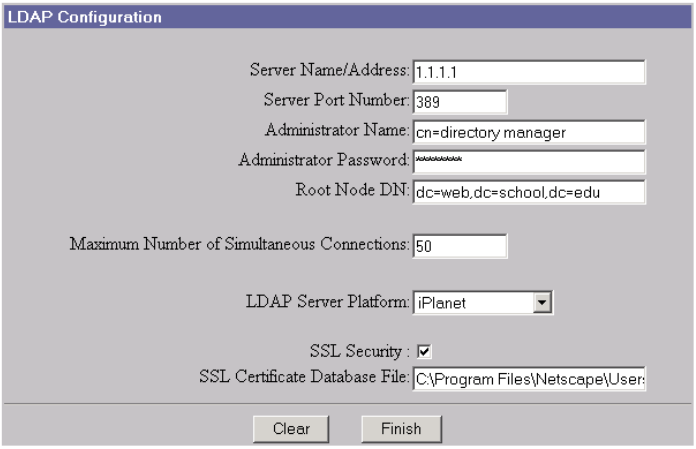
This setting is inactive by default.

14 In the SSL Certificate Database File box, type the full path of a cert7.db file that contains a Netscape certificate database containing a certificate for LDAP SSL.

This box may be left blank if using Microsoft Active Directory, as Active Directory does not require a certificate for LDAP SSL support.

15 Click **Finish**.

Note: While Symantec does not guarantee support of LDAP server platforms other than Sun ONE, Microsoft Active Directory, and IBM SecureWay, other LDAP vendor platforms might be supported by configuring Symantec Web Security to work with Sun ONE.



LDAP Configuration

Server Name/Address: 1.1.1.1
Server Port Number: 389
Administrator Name: cn=directory manager
Administrator Password: ********
Root Node DN: dc=web,dc=school,dc=edu

Maximum Number of Simultaneous Connections: 50

LDAP Server Platform: iPlanet

SSL Security : ☑
SSL Certificate Database File: C:\Program Files\Netscape\User:

Section 4

Content filtering

Chapter 10

Establishing system-level filtering settings

This chapter includes the following topics:

- About system-level filtering
- Scheduling the system defaults for filtering

About system-level filtering

The system default settings are the basic filtering settings that apply to all objects. The System object must have default settings, and you cannot delete the System object's default settings. The system defaults can be changed, but never deleted.

Because of the hierarchy of permissions, the system default filtering settings are automatically inherited by all clients, users, and groups unless default settings or filtering events are scheduled independently for the individual object. Objects can be scheduled for specific or daily events and rely on the system defaults when no other event is in effect.

Objects (clients, users, groups) automatically inherit system settings unless you change the settings for the specific object, in which case the settings for the specific object take precedence over system settings. In the case where you change the setting for a specific object to Use Defaults, the default settings applied to that object are those set for the next object in the hierarchy of permissions. For example, when Symantec Web Security is configured with the following hierarchy of permissions (user > user's group > client > client's group > system) and a user is configured to use default settings, Symantec Web Security first checks to determine if settings have been established for the object immediately following the user in the hierarchy chain (in this case, user's group). If settings have been established for that object (user's group), those settings are applied to the user. If no settings have been established for the object immediately following (user's group), Symantec Web Security checks each subsequent object for established settings (in this case, client > client's group > system) until it reaches an object with such, at which point it assigns those settings to the user.

When the content filtering portion of Symantec Web Security is initially installed, the system default settings for all predefined lists are in the Off state. You must activate filtering by setting at least the system defaults, based on your organization's policies.

See "Scheduling an event for a client" on page 209.

Scheduling the system defaults for filtering

System default settings are established using the Schedule method for the System object. Scheduling the default filtering settings for the System object includes the following:

- Setting the default logon mode and the filtering mode
- Assigning access states for filter lists
- Setting additional filtering options
- Activating AutoLock
- Activating AutoAlert

When establishing or changing the system defaults, keep in mind that settings for specific clients, users, and groups can be inherited from the system defaults unless they have been specifically scheduled.

To schedule the default filtering settings for the System object

1. On the main administration page, click the **Schedule** method for the System object.
2. Click **Set Defaults**.
3. Click **Next**.

Setting the default logon mode and the filtering mode

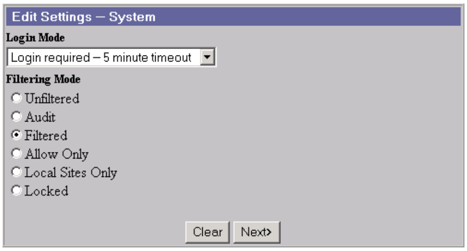
By default, Symantec Web Security is configured to require that all users log on before accessing the Internet and to automatically log users off after 5 minutes of inactivity. You can change the default timeout period or turn off the logon requirement entirely by putting the system in Guest Mode.

Note: For security purposes, the virtadmin account automatically logs off after 5 minutes of inactivity, regardless of the logon setting.

Following installation, the filtering mode is set to Filtered. In Filtered mode, any attempts to access Internet materials are subject to the established filtering guidelines. The default filtering mode can be changed.

To set the default logon mode and the filtering mode

1. Select a default logon behavior and time-out period (i.e., the period of inactivity after which Symantec Web Security automatically logs the current user off).
2. Select the level of filtering.
   - Unfiltered: No filtering of Internet content.
   - Audit: Users can access inappropriate content. Attempts are logged as though users are blocked from accessing the inappropriate material. Audit mode is transparent to the user; however, Symantec Web Security's reporting features allow you to monitor user browsing activity.
   - Filtered: Access to Internet materials is subject to established filtering guidelines. Attempts to access inappropriate content are logged, and users receive an Access Denied screen to indicate that access to inappropriate content has been blocked.
   - Allow Only: Access is permitted only to those sites that have been designated as Allow (Filtering Enabled) or Allow (Filtering Disabled). Access to all other Internet sites is prevented.
   - Local Sites Only: Access is permitted only to sites with the same Internet domain name as the server running Symantec Web Security. Access to all other Internet sites is prevented.
   - Locked: No Internet access is permitted. This option is typically used to deny Internet access for specific users or clients and is not normally used as a default system mode.
3. Click **Next**.



Edit Settings – System

Login Mode

Login required – 5 minute timeout

Filtering Mode

○ Unfiltered
○ Audit
● Filtered
○ Allow Only
○ Local Sites Only
○ Locked

Select logon behavior

Select default filtering mode

If you selected Unfiltered, Locked, or Local Sites Only, the software confirms that your changes have been made.

Assigning access states for filter lists

If you select Filtered, Audit, or Allow Only as the default filtering mode, you must specify the access state of the Content Category Lists. All Content Category Lists are in the Off state at installation. If the default state for a given list is to remain Off, leave the list in the Off box. Lists in the Off state are not considered when Symantec Web Security checks lists for URLs. The URLs in a Category List in the Off state are not denied but are still subject to other filtering. These URLs are blocked if they are contained in other lists in the Deny state and are still scanned by DDR using dictionary terms for other active dictioanries. When a Category List is in the Off state, the terms in the corresponding dictionary are ignored by DDR in scanning content.

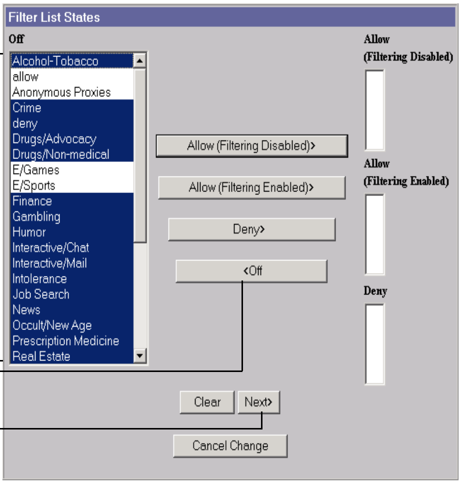
Other objects (users, groups, clients) automatically inherit system settings unless you change the settings for the specific object, in which case the settings for the specific object take precedence over system settings. In the case where you change the setting for a specific object to Use Defaults, the default settings applied to that object are those set for the next object in the hierarchy of permissions. For example, when Symantec Web Security is configured with the following hierarchy of permissions (user > user's group > client > client's group > system) and a user is configured to use default settings, Symantec Web Security first checks to determine if settings have been established for the object immediately following the user in the hierarchy chain (in this case, user's group). If settings have been established for that object (user's group), those settings are applied to the user. If no settings have been established for the object immediately following (user's group), Symantec Web Security checks each subsequent object for established settings (in this case, client > client's group > system) until it reaches an object with such, at which point it assigns those settings to the user.

More than one list may be selected at a time, usually by pressing Ctrl while clicking the lists. The exact method to select more than one list item is browser and operating system dependent.

To assign access states for filter lists

1. Select the lists for which you want to assign access states.
2. Select one of the following:
   - Allow (Filtering Enabled): Category Lists in the Allow (Filtering Enabled) state specify content to which access is permitted. Content specified by a Category List in the Allow (Filtering Enabled) state is scanned by DDR (using active dictionaries). The dictionary terms associated with categories in this state are not active. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.
   - Allow (Filtering Disabled): Category Lists in the Allow (Filtering Disabled) state specify content to which access is unconditionally permitted. Content specified by a Category List in the Allow (Filtering Disabled) state is not scanned by DDR, and the associated dictionary is not activated. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.
   - Deny: Category Lists in the Deny state specify content to which access is not permitted. The related terms found in the associated dictionaries are used by DDR in scanning content for appropriateness.
   - Off: Category Lists in the Off state are not considered when Symantec Web Security checks lists for URLs. The URLs in a Category List in the Off state are not denied but are still subject to other active filtering. That is, the URLs in Off lists can still be blocked if they are contained in other lists in the Deny state and are still scanned by DDR using dictionary terms for other active dictionaries. When a Category List is in the Off state, the terms in the corresponding dictionary are ignored by DDR in

scanning content. All Content Category Lists are in the Off state at installation.



Select the lists to be changed

Specify new state for selected lists

Click **Next**

The Allow states (Filtering Enabled and Filtering Disabled) are typically applied only to local lists, since those lists contain URLs for sites that you know contain appropriate material. However, some sites deemed appropriate may contain links to sites you wish to block. In those cases, placing predefined lists in the Allow (Filtering Enabled) state enables DDR to scan the site using active dictionaries. Based on your local acceptable-use policies, you may want to place some of the predefined Content Category Lists in the Deny state (to restrict access to all URLs in those lists) and leave some lists in the Off state (to cancel the effect of the lists and permit access to the contained URLs).

See "Understanding Symantec Web Security" on page 35.

The Allow Category List should contain URLs to which access is unconditionally permitted and should be placed in one of the two Allow states. The Deny Category List should contain URLs to which access is not permitted and should be placed in the Deny state. Unlike the other Content Category Lists, these two lists are empty when Symantec Web Security is installed. These lists are provided to administrators to simplify allowing or denying additional content.

3 Click Next.

Setting additional filtering options

You can make changes to DDR thresholds as well as specify other blocking options. If you have placed lists in the Allow (Filtering Disabled) state, these filtering options do not apply to those lists.

To set additional filtering options

- Make the necessary changes to the following filtering options:

Filtering option	Description
Use vendor lists?	If Yes is selected, the software uses the lists provided by Symantec that are in the Allow or Deny access state (based on the selections made from the previous screen). If No is selected, vendor lists are not consulted in determining whether to allow or deny access to a particular URL. Selecting No for this setting does not guarantee that you will not be blocked unless DDR is also turned off.
Use local lists?	If Yes is selected, the software uses the local versions of the lists that are in the Allow and Deny access state (based on the selections made from the previous screen). If No is selected, local lists are not consulted in determining whether to allow or deny access to a particular URL. Selecting No for this setting does not guarantee that you will not be blocked unless both vendor lists and DDR are also turned off.
Use DDR for incoming data?	If Yes is selected, DDR scans documents as they download, unless the document URL appears in an active Allow (Filtering Disabled) list. If No is selected, DDR is not used to scan incoming data. Selecting No for this setting does not guarantee that you will not be blocked unless both vendor and local lists are also turned off.

Filtering option	Description
Use DDR for outgoing requests?	If Yes is selected, DDR scans all outgoing requests (e.g., search strings). Because a search string typically has fewer words, the DDR threshold for outgoing requests is much lower than for incoming data. (See the next option for information on selecting DDR thresholds.) If No is selected, DDR is not used to scan outgoing requests.
DDR Thresholds	If Yes is selected for either or both DDR options, the DDR thresholds must be set. Certain words and phrases have been assigned point values, which DDR uses to score a Web page. With a lower threshold setting (lower numbers), the DDR sensitivity increases, and pages that contain potentially inappropriate material are more likely to be blocked. Likewise, selecting a higher threshold (higher numbers) lessens the sensitivity of DDR and results in fewer potentially inappropriate pages being blocked. The default threshold values are 50 for incoming data and 10 for outgoing requests.
Block Unresolved IP Addresses?	If Yes is selected, requests for documents from remote servers for which the Internet domain name of the remote server cannot be determined are blocked.
Block Extensions?	Access to documents is blocked based on the extension of the document’s URL. This option can be used to prevent specific document types from being downloaded. You can block unlisted additional extensions by entering the extension without a leading dot in the Other box. More than one extension can be entered, each separated by a space. Some of the extensions listed end with ... to indicate that more than one related extension is blocked. For example, mov... blocks both mov and moov.

Activating AutoLock

If Filtered or Allow Only was selected as the filtering mode, you can activate the AutoLock feature (optional). The AutoLock feature is not available in Audit mode.

When AutoLock is active, Symantec Web Security automatically locks a user's account (suspends Internet access using one of two methods until the system administrator unlocks the account) if a specified number of blocked accesses are attempted within a given period of time.

Note: If directory users who have not been added to Symantec Web Security violate the number of access attempts within a set time period, Symantec Web Security creates a Web Security account for those users, and those accounts are locked. Users who have Modify and Add global permissions cannot be AutoLocked.

To activate AutoLock

1 In the drop-down list, select one of two methods for locking a user's account.

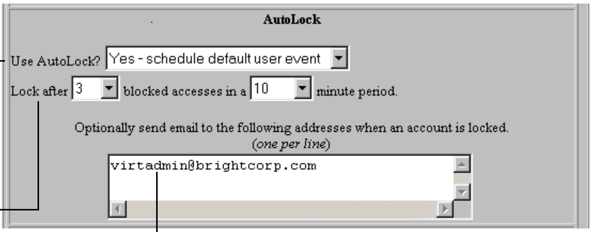
Locking method	Description
Schedule default user event	If you select Yes - schedule default user event, a default event is scheduled for the user in which the user's filtering mode is set to locked. To unlock the account, you must either delete or edit the event. If you select this method for locking an account, the locked user may still have Internet access, depending on other, higher priority events that may be scheduled for the user or for the clients used. For example, even though a student's account may be AutoLocked, the student still has access from a client that is scheduled to have Allow Only access for a certain research period. Even though the account is AutoLocked, the student can complete normal studies during the period of time the account is locked. However, any Internet access that is not covered by a higher priority event is prevented.

Locking method	Description
Disable user	If you select Yes - disable user, the user cannot log on to Symantec Web Security. All Internet access is denied. To unlock the account, the user must be reenabled using the Modify method for the User object. Disabling a user retains the user's scheduled events and other settings in Symantec Web Security. If you are running other Symantec products such as Mail-Gear on the same computer as Symantec Web Security and are taking advantage of the information sharing capability between the products, disabling a user does not affect the settings in any other Symantec product. Users who have administrative permission to add or modify users cannot be AutoLocked in this manner. Selecting this method for AutoLocking users protects you from accidently having all users with the permission needed to reinstate users locked out at the same time.

2 Select the number of blocked accesses that must occur and the time period in which these attempts must occur for an account to be AutoLocked.

3 Type the appropriate email address in the box provided to initiate automatic email notification when an account has been AutoLocked.

If you do not want to activate the AutoLock notification feature, leave the email notification box blank. Symantec Web Security automatically sends email to the addresses listed to indicate that an account has been AutoLocked.



AutoLock

Use AutoLock? Yes - schedule default user event

Lock after 3 blocked accesses in a 10 minute period.

Optionally send email to the following addresses when an account is locked.
(one per line)

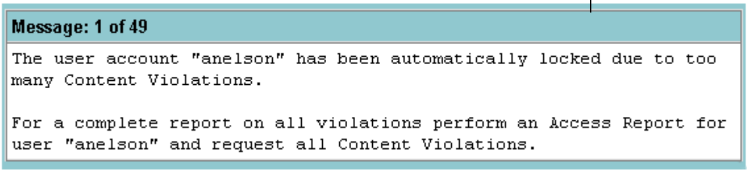
```
virtadmin@brightcorp.com
```

Select whether to activate AutoLock and select the appropriate locking method

Select the number of accesses and the time period for AutoLocking an account

Type email addresses for email notification when an account has been locked, if desired

Symantec Web Security sends an email message to the specified address when an account has been AutoLocked



Message: 1 of 49

```
The user account "anelson" has been automatically locked due to too
many Content Violations.

For a complete report on all violations perform an Access Report for
user "anelson" and request all Content Violations.
```

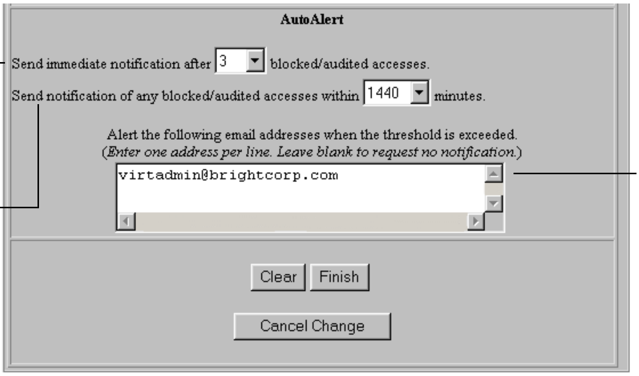
Activating AutoAlert

If you selected Filtered, Allow Only, or Audit mode as the filtering mode, you can activate the AutoAlert feature (optional).

When AutoAlert is active, Symantec Web Security sends email to the specified addresses when a user attempts a specified number of blocked or audited accesses. The software automatically sends email to the addresses listed to indicate that a user has attempted to access restricted material.

The AutoAlert feature functions when Symantec Web Security is operating in Audit mode. You can set Symantec Web Security to operate in Audit mode and, with the AutoAlert feature activated, receive automatic notification of inappropriate access attempts.

The logging of AutoAlert browsing activity is separate from Symantec Web Security activity logging. AutoAlert functions regardless of the settings that you have established for normal activity logging. If normal activity logging is turned off, you cannot use the reporting features to review the access attempts that resulted in the AutoAlert notification.



AutoAlert

Send immediate notification after 3 blocked/audited accesses.

Send notification of any blocked/audited accesses within 1440 minutes.

Alert the following email addresses when the threshold is exceeded.
(Enter one address per line. Leave blank to request no notification.)

```
virtadmin@brightcorp.com
```

Select the number of blocked accesses after which the software sends immediate notification

Select the period of time after which the software sends notification of any blocked accesses

Type email addresses for AutoAlert notification when a specified number of blocked attempts have been made

To activate AutoAlert

1. Type the appropriate email address in the box provided.

   If you do not want to activate the AutoAlert feature, leave this box blank.

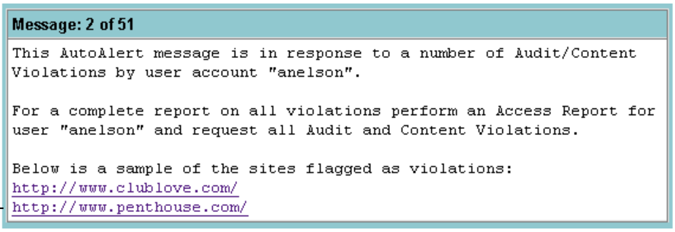
2. Select the number of blocked accesses that will result in immediate email notification to the addresses indicated.

3. Type the amount of time (in minutes) after which the software provides notification of any blocked accesses.

   The two AutoAlert parameters function independently of one another. If the number of blocked accesses is set to 2 and the number of minutes is set to 30 and a user makes two blocked access attempts in a 30-minute period, the software sends a notification message immediately after the second attempt. If that same user makes only one blocked attempt in the same 30-minute period, the software sends email at the end of the 30-minute period to report the single blocked attempt. For sites with large numbers of users, you may want to set the time period for notification to a larger block of time to limit the potential amount of email received.

4 Click **Finish** to activate the new system default settings.

5 Click **Done** to return to the main administration page.



Message: 2 of 51

```
This AutoAlert message is in response to a number of Audit/Content
Violations by user account "anelson".

For a complete report on all violations perform an Access Report for
user "anelson" and request all Audit and Content Violations.

Below is a sample of the sites flagged as violations:
http://www.clublove.com/
http://www.penthouse.com/
```

The AutoAlert message lists a sample of the content and audit violations that resulted in the notification

Chapter 11

Understanding hierarchical administration

This chapter includes the following topics:

- Why hierarchical administration?
- About Access Control permissions
- Setting quotas for object creation/modification
- Preventing filtering overrides

Why hierarchical administration?

Symantec Web Security lets you set up hierarchical administration if desired. Hierarchical administration lets you give a user permission to control the filtering permissions for other selected users without having to release global administrative control of the software to the user. Symantec Web Security provides a second level of administrative control in addition to the global administrative permissions, called Access Control permissions. Access Control permissions let users administer only those objects for which they have been placed on an Access Control List.

About Access Control permissions

Symantec Web Security provides Access Control permissions in addition to global permissions. *Global* permissions permit the overall administration of Symantec Web Security. *Access Control* permissions let users perform administrative functions only for those individual objects (Users, Groups, Clients, or Lists) for which they have been given control. For example, a user who is on the Access Control List for a given group (with appropriate permissions) can control only that group and the group's individual members.

See "About administrative permissions" on page 128.

The Access Control List feature lets you delegate some administrative permissions to selected users for certain objects. Managers can have administrative responsibility for their employees, and teachers can have responsibility for certain students or for the workstations in a particular classroom.

Although the Symantec Web Security hierarchical administration feature lets you delegate administrative permissions to certain users, you can still implement general acceptable-use policy settings that apply to all users. Even users who have been granted certain Access Control permissions (such as scheduling permissions) can be prevented from overriding certain filtering settings that have been established. For example, with the filtering override protection in place, a manager would not be able to schedule a favored employee for unfiltered access.

Access Control Lists

Any Client, User, Group, or List object can have an associated Access Control List. Users and groups can be placed on Access Control Lists. Any user or member of a group that is on an Access Control List for an object is permitted to perform administrative functions for that object.

Access Control permissions

Access Control List permissions are individually assigned to members of an Access Control List. The administrative functions that can be performed for an object are based on the Access Control permissions that have been granted to each member of the Access Control List. Access Control permissions apply only to the object to which the Access Control List applies.

A user can be on several Access Control Lists for different objects, and the permissions can be different for each object. For example, a manager might be on two Access Control Lists for two different groups and have all permissions for one group and only reporting capability for the other group. Access Control permissions are described in the following table.

Table 11-1 Access permissions

Assigned permission	Functions that can be performed
Access Control List Modify	Modify the attributes for an object for which you have Access Control.
Access Control List Delete	Delete an object for which you have Access Control.
Access Control List Schedule	Schedule an object for which you have Access Control.
Access Control List Report	Report on an object for which you have Access Control.

Note: An object does not need to have an Access Control List. If no Access Control List is active for an object, that object can only be controlled by users with the appropriate global permissions.

Setting up an Access Control list

Users and groups are placed on an object's Access Control List using the Modify method for that object. A particular Access Control List can contain any number of groups and users.

See "Adding and deleting objects on Access Control Lists" on page 205.

Access Control List permissions are assigned to members of an object's Access Control List using the Modify method for that object.

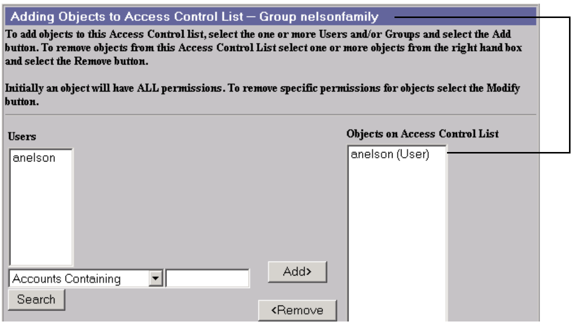
See "Modifying permissions on Access Control Lists" on page 208.

To assign Access Control permissions to another account, you must have the global Can Grant Permissions permission, as well as Modify permission (global or Access Control) for the object to which you are granting permissions (that is, Group or User).

Using Access Control: an example

Use of Access Control is illustrated with an example. A user (anelson) is placed on an Access Control List for a group (the nelsonfamily group). User anelson is assigned certain permissions that let the user manipulate that group and its members. The user can delete, modify, schedule, and report only on the members in that group.

When a group is placed on an Access Control List for an object, any member of that group can control the object (based on the assigned permissions).



Adding Objects to Access Control List – Group nelsonfamily

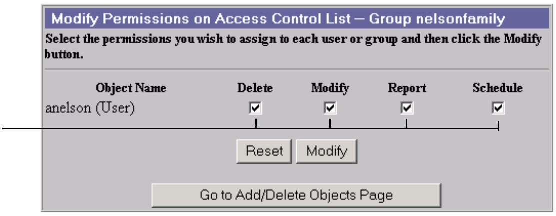
To add objects to this Access Control list, select the one or more Users and/or Groups and select the Add button. To remove objects from this Access Control List select one or more objects from the right hand box and select the Remove button.

Initially an object will have ALL permissions. To remove specific permissions for objects select the Modify button.

Users: anelson

Objects on Access Control List: anelson (User)

User anelson has been added to the Access Control List for the nelsonfamily group; this user can apply the permissions assigned below to perform certain functions for this group



Modify Permissions on Access Control List – Group nelsonfamily

Select the permissions you wish to assign to each user or group and then click the Modify button.

Object Name	Delete	Modify	Report	Schedule
anelson (User)	☑	☑	☑	☑

User anelson has been given all Access Control permissions for the nelsonfamily group

If a user has Access Control for a group, the Access Control permissions for the group automatically apply individually to members of the group. You do not need to be on the Access Control List for each member of the group to be able to control the members. However, if you are placed on the Access Control List for a user and that user is a member of a group for which you also have Access Control, the hierarchy of permissions then applies (the Access Control permissions for controlling that user override the Access Control permissions for the user's group).

Setting quotas for object creation/modification

Quotas can be established for individuals who have global permissions to add users and lists to Symantec Web Security. Quotas can be set for:

- The number of new users that can be added
- The number of new lists that can be added
- The total number of URLs that can be added to all private lists created by that user

This feature can easily be used in conjunction with the Access Control List feature to allow greater delegation of responsibility in managing accounts.

For example, a head of household (anelson) has been placed on the Access Control List for the family group (nelsonfamily). An Internet Service Provider (ISP) can let anelson, as head of household, create, for example, three additional users for other family members and up to four different lists for customized filtering for family members. The ISP can limit the total number of URLs that anelson is allowed to add to private lists. The ISP can also set up anelson's account so that anelson is automatically added to the Access Control List for all users and lists created by the head of household.

To add new lists and users, anelson must be granted global permissions for adding lists and users.

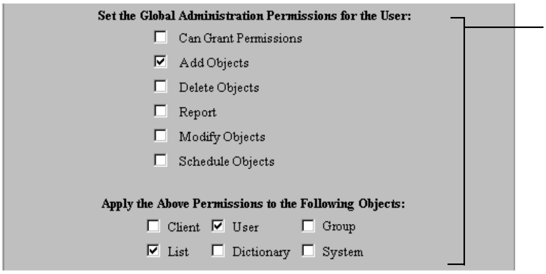
See "Modifying attributes" on page 239.

Next, the quotas for anelson's account must be set.

See "Modifying object creation/modification attributes" on page 242.

Note: The account for a user who has permission to add new users and filter lists can be set up so that the user is automatically added to the Access Control List (with appropriate permissions) for the newly created object.

When a user who is both on the Access Control List for a group and a member of that group creates new users, the new users are not automatically added to the same group. This must be done manually.



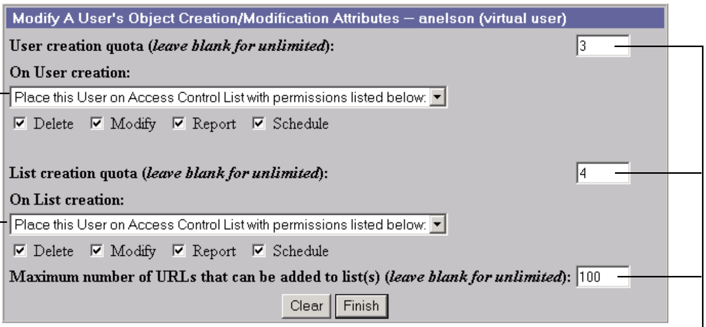
Set the Global Administration Permissions for the User:

☐ Can Grant Permissions
☑ Add Objects
☐ Delete Objects
☐ Report
☐ Modify Objects
☐ Schedule Objects

Apply the Above Permissions to the Following Objects:

☐ Client ☑ User ☐ Group
☑ List ☐ Dictionary ☐ System

If anelson is to create new users or lists for the nelsonfamily group, anelson must also be given global permissions for the Add method for both User and List objects



Modify A User's Object Creation/Modification Attributes — anelson (virtual user)

User creation quota (*leave blank for unlimited*): 3

On User creation:

Place this User on Access Control List with permissions listed below:

☑ Delete ☑ Modify ☑ Report ☑ Schedule

List creation quota (*leave blank for unlimited*): 4

On List creation:

Place this User on Access Control List with permissions listed below:

☑ Delete ☑ Modify ☑ Report ☑ Schedule

Maximum number of URLs that can be added to list(s) (*leave blank for unlimited*): 100

In addition, anelson's account has been set up so that anelson is automatically added to the Access Control List with the appropriate permissions for each new user and list created by this user

User and list creation quotas have been established for anelson, and the maximum number of URLs that can be added to each new list has been established

Preventing filtering overrides

Because filtering settings can get complex with both Access Control and global permissions, the software provides several safeguards to prevent users with relevant permissions from overriding certain filtering settings that have been established by a particular organization.

Symantec Web Security lets you restrict individual users or all users with scheduling permissions from being able to schedule other users for unfiltered access or for Audit Mode. You can prevent an individual from scheduling unfiltered access using the Modify method for the User object.

See "Modifying attributes" on page 239.

Symantec Web Security also lets you restrict users from overriding the default filtering state of a list. You can prevent users from changing the state of any existing list using the Modify method for the List object. This can also be accomplished when a new list is first created.

See “Changing the filtering override setting for a list” on page 266.

Chapterr 12

Working with the Client object

This chapter includes the following topics:

- About clients
- Adding a client
- Deleting a client
- Modifying a client
- Scheduling an event for a client
- Generating a report for a client

About clients

A client is a computer connected to the network with a unique IP address. Clients can be given unique settings that apply regardless of which user uses the computer.

See "Setting defaults for a client" on page 209.

Adding a client

Using the Add method for the Client object, you can add clients to Symantec Web Security and configure associated settings for those clients.

To add a client

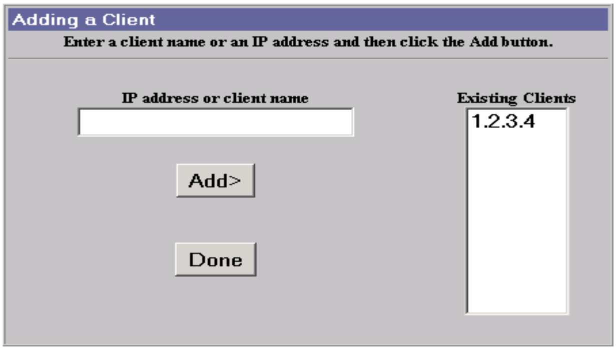
1 On the main administration page, click the **Add** method for the Client object.

2 In the Adding a Client window, in the IP address or client name box, type the client's IP address or computer name.

3 Click **Add**.

The IP address should now appear in the Existing Clients list. If you enter the computer name, Symantec Web Security automatically converts the computer name and displays the IP address in the list.

4 When you finish adding clients, click **Done** to return to the main administration page.



Adding a Client

Enter a client name or an IP address and then click the Add button.

IP address or client name

Existing Clients

1.2.3.4

You can add a range of client IP addresses at once. If you are familiar with the classless interdomain routing (CIDR) representation, you can also use this notation to specify a range of client IP addresses.

To add a range of client IP addresses at once

1. On the main administration page, click the **Add** method for the Client object.
2. In the Adding a Client window, in the IP address or client name box, type the range of IP addresses in the IP address or client name box as in the example or use the CIDR representation.

   For the IP addresses 192.168.1.1 through 192.168.1.100, type the range as **192.168.1.1 - 192.168.1.100**.
3. When you finish adding clients, click **Done** to return to the main administration page.

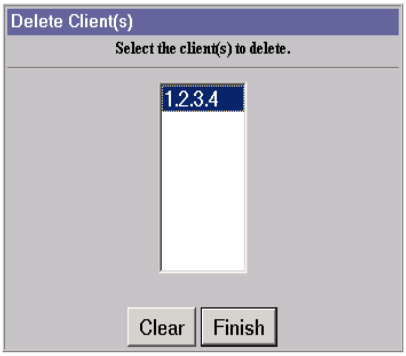
Deleting a client

Using the Delete method for the Client object, you can delete clients and their associated settings from Symantec Web Security.

To delete a client

1. On the main administration page, click the **Delete** method for the Client object.
2. In the Delete Client(s) window, select the IP addresses you wish to delete.

   You can select more than one client at a time, usually by pressing **Control** while selecting multiple IP addresses.
3. Click **Finish**.
4. Click **Done** to return to the main administration page.



Modifying a client

The Modify method for the Client object lets you do the following:

- Modify attributes.
- Add and delete objects on Access Control Lists.
- Modify permissions on Access Control Lists.

Modifying attributes

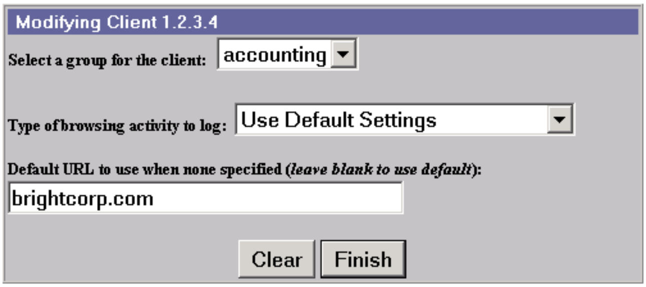
The attributes that can be modified for clients include the client's group, the types of activity to log, the default URL, and the default administrative interface.

If you retain the Use Default Settings option for any attribute, other inherited settings that have been established apply, based on the hierarchy of permissions.

See "How Symantec Web Security works" on page 25.

To modify attributes for a client

1. On the main administration page, click the **Modify** method for the Client object.
2. Select the IP address of the client to modify.
3. Click **Modify Attributes**.
4. Click **Next**.
5. Optionally select a group for the client. If you do not want to assign a client to a group, select the blank space.



Modifying Client 1.2.3.4

Select a group for the client: accounting

Type of browsing activity to log: Use Default Settings

Default URL to use when none specified (*leave blank to use default*): brightcorp.com

6 Select the type of browsing activity to log for the client.

Many of the report functions do not operate when activity logging is disabled. For example, if you select no activity logging for a client and Client object permissions have the highest priority in Symantec Web Security, a report generated for a user using that client contains no information on the user's browsing activity (regardless of the user's settings) because Client object permissions have the highest priority.

7 Specify the default URL to display for the client (the URL that the browser displays automatically after a user clicks **Logon**).

8 When you complete your changes, click **Finish**.

9 Click **Done** to return to the main administration page.

Adding and deleting objects on Access Control Lists

Objects (users or groups) added to a client's Access Control List have administrative control over that client, depending on the Access Control permissions that have been granted to the user or group.

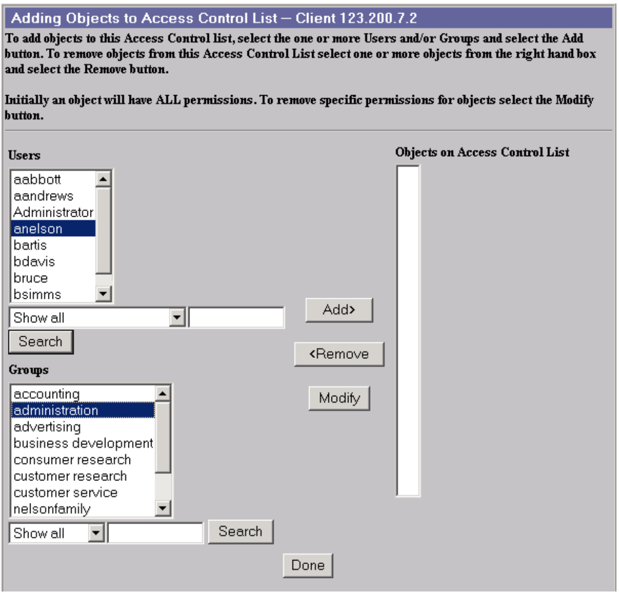
To add objects to the Access Control List for a client

1 On the main administration page, click the **Modify** method for the Client object.

2 Select the IP address of the client to modify.

3 Click **Add/Delete Objects to/from Access Control List**.

4 Click **Next**.



Adding Objects to Access Control List – Client 123.200.7.2

To add objects to this Access Control list, select the one or more Users and/or Groups and select the Add button. To remove objects from this Access Control List select one or more objects from the right hand box and select the Remove button.

Initially an object will have ALL permissions. To remove specific permissions for objects select the Modify button.

Select the users and/or groups, then click **Add**

5 Select the appropriate objects from the list of users and the list of groups.

You may add as many users and groups as necessary to the Access Control List.

6 Click **Add**.

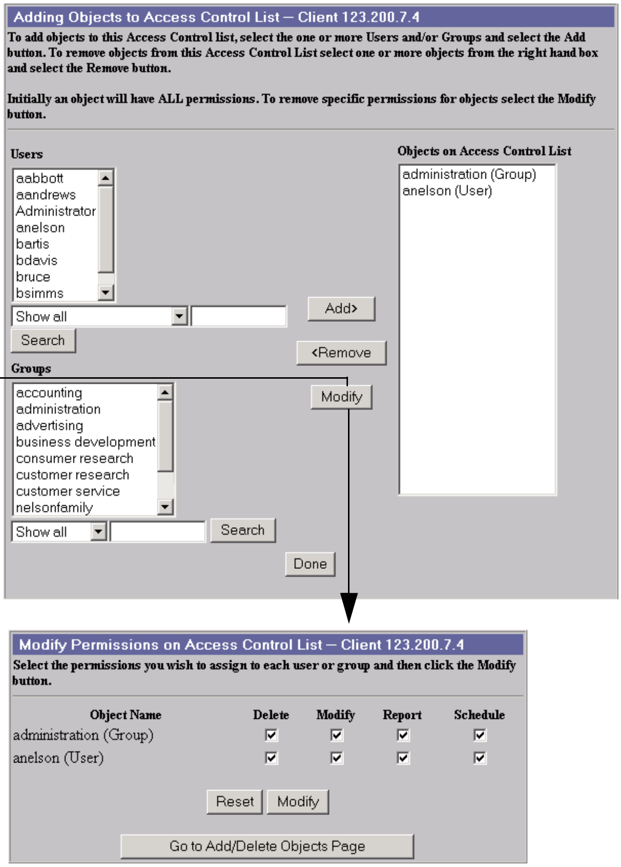
The Access Control List updates to reflect your changes. When a user or group is first added to a client's Access Control List, that object is automatically granted all permissions for controlling the selected client.

7 If you need to change the Access Control permissions for the objects on the Access Control List for the selected client, click **Modify**.

To assign Access Control permissions to a user or group, you must have the global Can Grant Permissions permission, as well as global Modify permission for User and/or Group objects (depending on the objects to which you want to assign permissions).

See "Modifying permissions on Access Control Lists" on page 208.

8 Click **Done** to return to the main administration page.



Adding Objects to Access Control List — Client 123.200.7.4

To add objects to this Access Control list, select the one or more Users and/or Groups and select the Add button. To remove objects from this Access Control List select one or more objects from the right hand box and select the Remove button.

Initially an object will have ALL permissions. To remove specific permissions for objects select the Modify button.

Modify Permissions on Access Control List — Client 123.200.7.4

Select the permissions you wish to assign to each user or group and then click the Modify button.

Object Name	Delete	Modify	Report	Schedule
administration (Group)	☑	☑	☑	☑
anelson (User)	☑	☑	☑	☑

Click **Modify** to change the permissions for an object on the Access Control List

To remove objects from the Access Control List for a client

1 On the main administration page, click the **Modify** method for the Client object.

2 Select the IP address of the client to modify.

3 Click **Add/Delete Objects to/from Access Control List.**

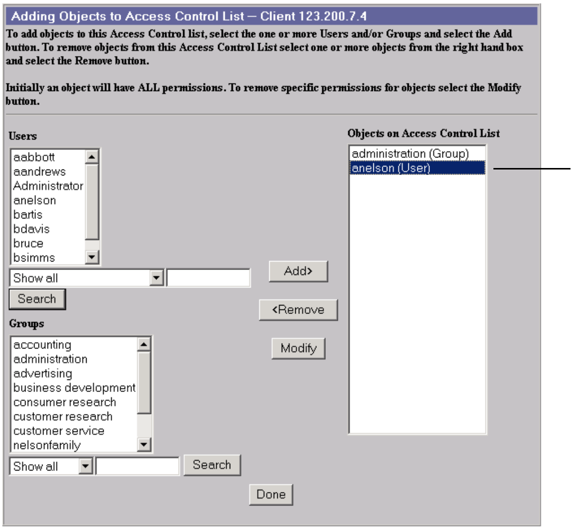
4 Click **Next.**

5 Select the objects to be removed from the list of Objects on Access Control List.

6 Click **Remove.**

The Access Control List updates to reflect your changes.

7 Click **Done** to return to the main administration page.


Adding Objects to Access Control List – Client 123.200.7.4

To add objects to this Access Control list, select the one or more Users and/or Groups and select the Add button. To remove objects from this Access Control List select one or more objects from the right hand box and select the Remove button.

Initially an object will have ALL permissions. To remove specific permissions for objects select the Modify button.

Select the object to remove from the Access Control List and click **Remove**

Modifying permissions on Access Control Lists

To assign Access Control permissions to a user or group, you must have the global Can Grant Permissions permission, as well as global Modify permission for User and/or Group objects (depending on the objects to which you want to assign permissions).

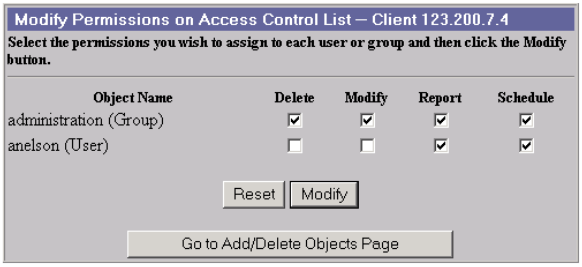
To modify permissions on Access Control Lists

1 On the main administration page, click the **Modify** method for the Client object.

2 Select the IP address of the client to modify.

3 Click **Modify Permissions on Access Control List**.

4 Click **Next**.


Modify Permissions on Access Control List – Client 123.200.7.4

Select the permissions you wish to assign to each user or group and then click the Modify button.

Object Name	Delete	Modify	Report	Schedule
administration (Group)	☑	☑	☑	☑
anelson (User)	☐	☐	☑	☑

5 Assign the desired permissions for each member of the Access Control List by selecting the check boxes.

Clicking **Reset** clears any changes you have made and resets the permissions to the currently saved settings. Clicking **Go to Add/Delete Objects Page** is a shortcut to the Adding Objects to Access Control List page. (You can return to this page by clicking Modify.)

6 Click **Modify** to save your changes.

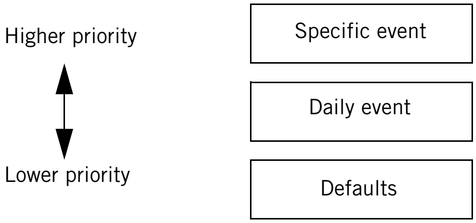
The software confirms that your changes have been made.

7 Click **Done** to return to the main administration page.

Scheduling an event for a client

Scheduling events is the same for Client, User, Group, and System objects. Before you schedule events, become familiar with the priorities that the software assigns to object permissions and to the different types of events.

See "How Symantec Web Security works" on page 25.



Specific events are scheduled for a specific date and time, such as 10/28/2002 from 2:00 PM to 3:00 PM. Daily events reoccur each specified day, such as every Monday and Wednesday from 11:00 AM to 1:00 PM. Default settings apply when no other event is in effect.

By default, client permissions have the highest priority in Symantec Web Security. If you do not change the default settings for hierarchy of permissions, events scheduled for a client affect any user who uses the client during the event.

Setting defaults for a client

Different default access permissions can be scheduled for the System object and other users, clients, and groups. This feature gives you the flexibility, for example, to make filtering options less strict for adults than for young children. You can design your network to require individuals to use specific clients to download certain file types.

Only the System object must have default filtering settings. Other objects can be scheduled for specific or daily events and fall back to the system default settings when no other event is in effect.

Scheduling the default filtering settings for a client includes:

- Setting the default logon mode and the filtering mode
- Assigning access states for filter lists
- Setting additional filtering options
- Activating AutoLock
- Activating AutoAlert

To set the defaults for a client

1. On the main administration page, click the **Schedule** method for the Client object.
2. Select the appropriate client.
3. Click **Set Defaults**.
4. Click **Next.**

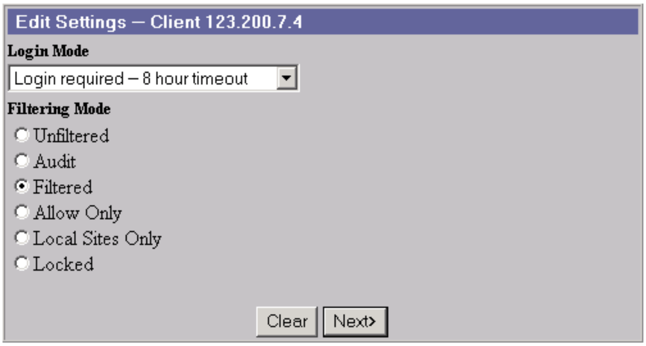
Setting the logon mode and the filtering mode

Symantec Web Security requires all users to log on before accessing the Internet and automatically logs users off after a selected period of inactivity. You can change the default time-out period for a client or turn off the logon requirement entirely for that client by selecting Guest Mode.

You can also establish the filtering mode for a client. The filtering mode selected applies to anyone using the client.

To set the logon mode and filtering mode for a client

1. Select a logon behavior and time-out period (i.e., the period of inactivity after which the content filtering component automatically logs the current user out). You also can turn off the logon requirement by putting the client into Guest Mode.
2. Select one of the following:
   - Unfiltered: No filtering of Internet content.
   - Audit: Users can access inappropriate content. Attempts are logged as though users are blocked from accessing the inappropriate material. Audit mode is transparent to the user; however, the content filtering component's reporting features allow you to monitor user browsing activity.
   - Filtered: Access to Internet materials is subject to established filtering guidelines. Attempts to access inappropriate content are logged, and users receive an Access Denied screen to indicate that access to inappropriate content has been blocked.
   - Allow Only: Access is permitted only to those sites that have been designated as Allow (Filtering Enabled) or Allow (Filtering Disabled). Access to all other Internet sites is prevented.
   - Local Sites Only: Access is permitted only to sites with the same Internet domain name as the server running the content filtering component. Access to all other Internet sites is prevented.
   - Locked: No Internet access is permitted. This option is typically used to deny Internet access for specific users or clients.
3. Click **Next**.



Edit Settings – Client 123.200.7.4

Login Mode

Login required – 8 hour timeout

Filtering Mode

○ Unfiltered
○ Audit
● Filtered
○ Allow Only
○ Local Sites Only
○ Locked

If you selected Unfiltered, Locked, or Local Sites Only, the software confirms that your changes have been made.

Assigning access states for filter lists

If you select Filtered, Audit, or Allow Only as the default filtering mode, you must specify the access state of the Content Category Lists.

The System object is the only object that must have default settings. Other objects automatically inherit the system default settings unless you change the settings for a specific object. Therefore, the Category Lists for Client, User, and Group objects initially are shown under Use Defaults. If the default settings for certain Content Category Lists for a given object do not need to be different from the system default settings, these lists can be left under Use Defaults. If you need to change the Content Category List default settings for an object, move the lists to one of three states.

Note: Lists can be in the Off state for the System object. Category Lists in the Off state are not considered when the content filtering component checks lists for URLs. The URLs in a Category List in the Off state are not denied but are still subject to other filtering. These URLs are blocked if they are contained in other lists in the Deny state and are still scanned by DDR using dictionary terms for other active dictionaries. When a Category List is in the Off state, the terms in the corresponding dictionary are ignored by DDR in scanning content. All Content Category Lists are in the Off state at installation.

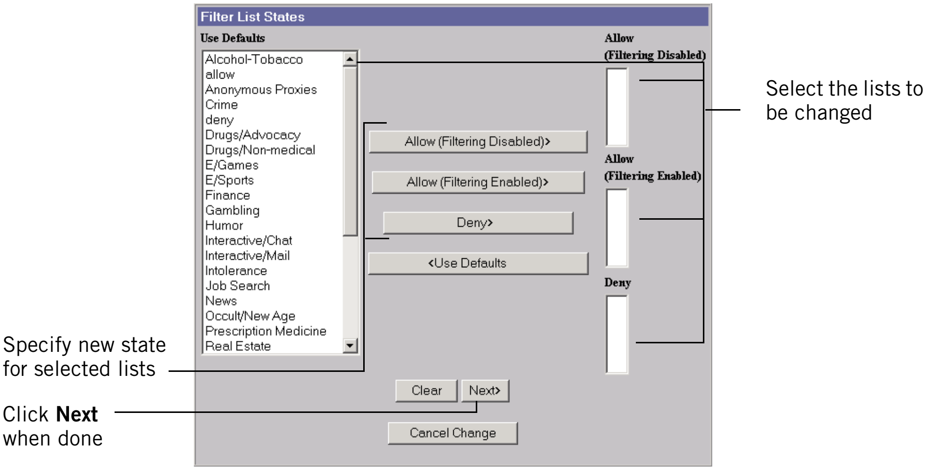
More than one list may be selected at a time, usually by pressing Ctrl while clicking the lists. The exact method to select more than one list item is browser and operating-system dependent.

To assign access states for filter lists

1. Select the lists for which you want to assign access states.
2. Select one of the following:
   - Allow (Filtering Enabled): Category Lists in the Allow (Filtering Enabled) state specify content to which access is permitted. Content specified by a Category List in the Allow (Filtering Enabled) state is scanned by DDR (using active dictionaries). The dictionary terms associated with categories in this state are not active. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.

- Allow (Filtering Disabled): Category Lists in the Allow (Filtering Disabled) state specify content to which access is unconditionally permitted. Content specified by a Category List in the Allow (Filtering Disabled) state is not scanned by DDR, and the associated dictionary is not activated. If the system is in the Allow Only filtering mode, access is permitted only to the content specified by lists that are in either of the Allow states.
- Deny: Category Lists in the Deny state specify content to which access is not permitted. The related terms found in the associated dictionaries are used by DDR in scanning content for appropriateness.

3 Click **Next**.



Select the lists to be changed

Specify new state for selected lists

Click **Next** when done

Setting additional filtering options

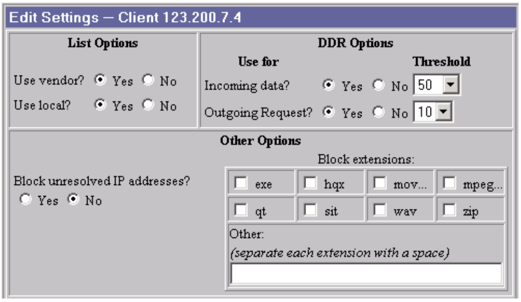
You can make changes to DDR thresholds as well as specify other blocking options. Lists in the Allow (Filtering Disabled) state do not have these filtering options.

To set additional filtering options

- Make the necessary changes to the following filtering options:

Filtering option	Description
Use vendor lists?	If Yes is selected, DDR uses the lists provided by Symantec that are in the Allow or Deny access state (based on the selections made from the previous screen). If No is selected, vendor lists are not consulted in determining whether to allow or deny access to a particular URL. Selecting No for this setting does not guarantee that you will not be blocked unless DDR is also turned off.
Use local lists?	If Yes is selected, DDR uses the local versions of the lists that are in the Allow and Deny access states (based on the selections made from the previous screen). If No is selected, local lists are not consulted in determining whether to allow or deny access to a particular URL. Selecting No for this setting does not guarantee that you will not be blocked unless both vendor lists and DDR are also turned off.
Use DDR for incoming data?	If Yes is selected, DDR scans documents as they download, unless the document URL appears in an active Allow (Filtering Disabled) list. If No is selected, DDR is not used to scan incoming data. Selecting No for this setting does not guarantee that you will not be blocked unless both vendor and local lists are also turned off.
Use DDR for outgoing requests?	If Yes is selected, DDR scans all outgoing requests (e.g., search strings). Because a search string typically has fewer words, the DDR threshold for outgoing requests is much lower than for incoming data. (See the next option for information on selecting DDR thresholds.)

Filtering option	Description
DDR Thresholds	If Yes is selected for either or both DDR options, the DDR thresholds must be set. Certain words and phrases have been assigned point values, which DDR uses to score Web pages. With a lower threshold setting (lower numbers), the DDR sensitivity increases, and pages that contain potentially inappropriate material are more likely to be blocked. Likewise, selecting a higher threshold (higher numbers) lessens the sensitivity of DDR and results in fewer potentially inappropriate pages being blocked. The default threshold values are 50 for incoming data and 10 for outgoing requests.
Block Unresolved IP Addresses?	If Yes is selected, requests for documents from remote servers for which the Internet domain name of the remote server cannot be determined are blocked.
Block Extensions?	Access to documents is blocked based on the extension of the document's URL. This option can be used to prevent specific document types from being downloaded. You can block unlisted additional extensions by entering the extension without a leading dot in the Other box. More than one extension can be entered, each separated by a space. Some of the extensions listed end with ... to indicate that more than one related extension is blocked. For example, mov... blocks both mov and moov.



Edit Settings – Client 123.200.7.4

List Options

Use vendor? ● Yes ○ No

Use local? ● Yes ○ No

DDR Options

Use for			Threshold
Incoming data?	● Yes	○ No	50
Outgoing Request?	● Yes	○ No	10

Other Options

Block unresolved IP addresses? ○ Yes ● No

Block extensions:

□ exe □ hqx □ mov... □ mpeg...

□ qt □ sit □ wav □ zip

Other:
(separate each extension with a space)

Activating AutoLock

If you select Filtered or Allow Only as the filtering mode, you can activate the AutoLock feature (optional). The AutoLock feature is not available in Audit mode.

When AutoLock is active, the content filtering component automatically locks a user’s account (suspends Internet access using one of two methods until the system administrator unlocks the account) if a specified number of blocked accesses are attempted within a given period of time.

To activate AutoLock

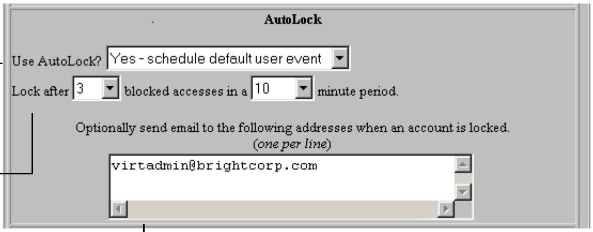
1 In the drop-down list, select one of two methods for locking a user’s account.

Locking method	Description
Schedule default user event	If you select Yes - schedule default user event, a default event is scheduled for the user in which the user’s filtering mode is set to locked. To unlock the account, you must either delete or edit the event. If you select this method for locking an account, the locked user may still have Internet access, depending on other, higher priority events that may be scheduled for the user or for the clients used. For example, even though a student’s account may be AutoLocked, the student still has access from a client that is scheduled to have Allow Only access for a certain research period. Even though the account is AutoLocked, the student can complete normal studies during the period of time the account is locked. However, any Internet access that is not covered by a higher priority event is prevented.
Disable user	If you select Yes - disable user, the user cannot log on to the content filtering component. All Internet access is denied. To unlock the account, the user must be reenabled using the Modify method for the User object. If you are running other Symantec products such as Mail-Gear on the same computer as Symantec Web Security and are taking advantage of the information sharing capability between the products, disabling a user does not affect the settings in any other Symantec product. Users who have administrative permission to add users cannot be AutoLocked in this manner. Selecting this method for AutoLocking users protects you from accidently having all users with the permission needed to reinstate users locked out at the same time.

2 Select the number of blocked accesses that must occur and the time period in which these attempts must occur for an account to be AutoLocked.

3 Type the appropriate email address in the box provided if you would like to initiate automatic email notification when an account has been AutoLocked. If you do not want to activate the AutoLock notification feature, leave the email notification box blank.

The content filtering component automatically sends email to the addresses listed to indicate that an account has been AutoLocked.



AutoLock

Use AutoLock? Yes - schedule default user event

Lock after 3 blocked accesses in a 10 minute period.

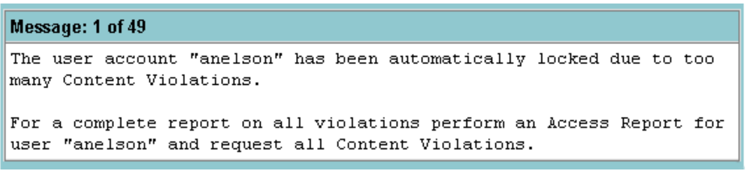
Optionally send email to the following addresses when an account is locked.
(one per line)

```
virtadmin@brightcorp.com
```

Select whether to activate AutoLock and select the appropriate locking method

Select the number of accesses and time period for AutoLocking an account

Enter email addresses for email notification when an account has been locked, if desired



Message: 1 of 49

```
The user account "anelson" has been automatically locked due to too
many Content Violations.

For a complete report on all violations perform an Access Report for
user "anelson" and request all Content Violations.
```

The content filtering component sends an email message to the specified address when an account has been AutoLocked

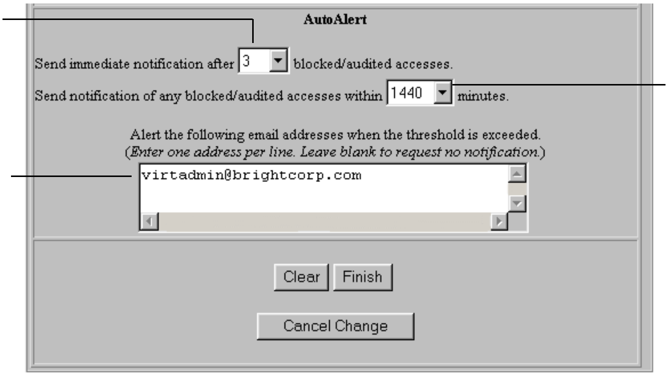
Activating AutoAlert

If you select Filtered, Allow Only, or Audit mode as the filtering mode, you can activate the AutoAlert feature (optional).

When AutoAlert is active, the content filtering component sends email to the specified addresses when users attempt a specified number of blocked or audited accesses. The software automatically sends email to the addresses listed to indicate that users have attempted to access restricted material.

The AutoAlert feature differs from the AutoLock feature in that AutoAlert functions when the content filtering component is operating in Audit mode. You can set the content filtering component to operate in Audit mode and, with the AutoAlert feature activated, receive automatic notification of inappropriate access attempts.

The logging of AutoAlert browsing activity is separate from Symantec Web Security activity logging. AutoAlert functions regardless of the settings that you have established for normal activity logging. However, if normal activity logging is turned off, you cannot use the reporting features to review the access attempts that resulted in the AutoAlert notification.



AutoAlert

Send immediate notification after 3 blocked/audited accesses.

Send notification of any blocked/audited accesses within 1440 minutes.

Alert the following email addresses when the threshold is exceeded.
(Enter one address per line. Leave blank to request no notification.)

```
virtadmin@brightcorp.com
```

Select the number of blocked accesses after which the software sends immediate notification

Enter email addresses for AutoAlert notification when a specified number of blocked attempts have been made

Select the period of time after which the software sends notification of any blocked accesses

To activate AutoAlert

1. Type the appropriate email address in the box provided.

   If you do not want to activate the AutoAlert feature, leave this box blank.

2. If you have activated AutoAlert, select the number of blocked accesses that will result in immediate email notification to the addresses indicated.

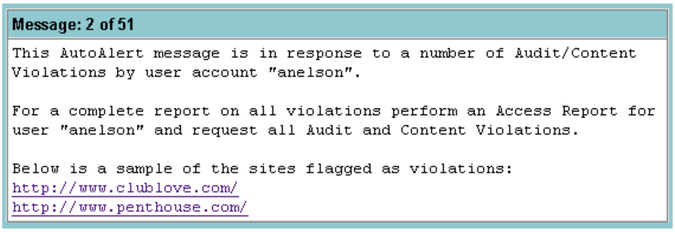
3. Enter the amount of time after which the software will provide notification of any blocked accesses.

   The two AutoAlert parameters function independently of one another. That is, if the number of blocked accesses is set to 2 and the number of minutes is set to 30 and a user makes two blocked access attempts in a 30-minute period, then the software sends a notification message immediately after the second attempt. However, if that same user makes only one blocked attempt in the same 30-minute period, then the software sends email at the end of the 30-minute period to report the single blocked attempt. For sites with large numbers of users, you may want to set the time period for notification to a larger block of time to limit the potential amount of email received.

4. Click **Finish** to activate the default filtering settings for the client.

5. Click **Done** to return to the main administration page.

If you click **Cancel Change**, no default event is scheduled for the selected client.



Message: 2 of 51

```
This AutoAlert message is in response to a number of Audit/Content
Violations by user account "anelson".

For a complete report on all violations perform an Access Report for
user "anelson" and request all Audit and Content Violations.

Below is a sample of the sites flagged as violations:
http://www.clublove.com/
http://www.penthouse.com/
```

The AutoAlert message lists a sample of the content and audit violations that resulted in the notification

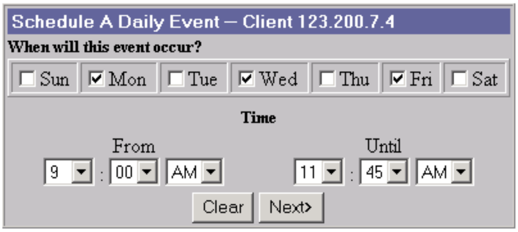
Scheduling a daily event

A daily event can be scheduled to override the default access permissions for an object. For example, if you lock a client, user, or group by default, you can schedule a daily event to permit Internet access.

Daily events occur on the days specified until the event is edited or deleted.

To schedule a daily event

1. On the main administration page, click the **Schedule** method for the Client object.
2. Select the appropriate client.
3. Click **Schedule a Daily Event.**
4. Click **Next.**
5. Select the days of the week and the time of the event.
6. Click **Next.**



Schedule A Daily Event – Client 123.200.7.4

When will this event occur?

□ Sun ☑ Mon □ Tue ☑ Wed □ Thu ☑ Fri □ Sat

Time

From 9 : 00 AM Until 11 : 45 AM

7. Set the filtering options.

   The filtering options for a daily event are identical to those for setting defaults.

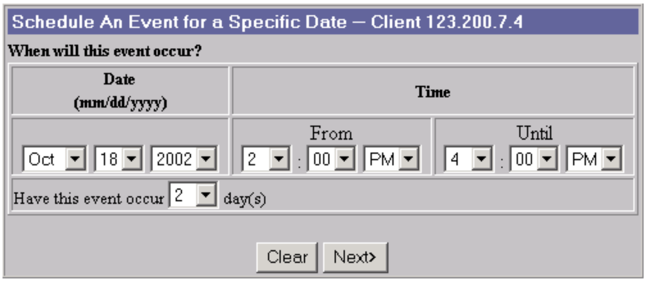
   See "Setting defaults for a client" on page 209.

Scheduling an event for a specific date

Specific events repeat for up to 14 days. Specific events are automatically deleted when they expire.

To schedule an event for a specific date

1. On the main administration page, click the **Schedule** method for the Client object.
2. Select the appropriate client.
3. Click **Schedule An Event for a Specific Date.**
4. Click **Next.**



Schedule An Event for a Specific Date — Client 123.200.7.4

When will this event occur?

Date (mm/dd/yyyy)	Time	
	From	Until
Oct 18 2002	2 : 00 PM	4 : 00 PM

Have this event occur 2 day(s)

5. Select the date and time of day for the event and the number of days to repeat the event.
6. Click **Next.**
7. Set the filtering options.

   The filtering options for a specific event are identical to those for setting defaults.

See "Setting defaults for a client" on page 209.

Editing an existing event

You can edit existing events. You cannot change an event from one type to another, for example, from a daily event to a specific event.

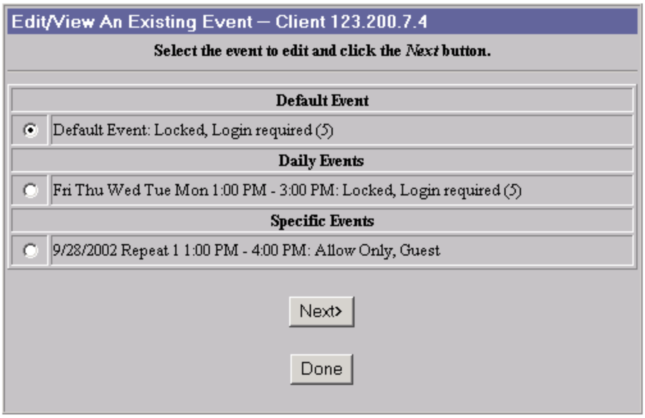
To edit an existing event

1 On the main administration page, click the **Schedule** method for the Client object.

2 Select the client to which the event applies.

3 Click **Edit/View an Existing Event.**

4 Click **Next.**



Edit/View An Existing Event – Client 123.200.7.4

Select the event to edit and click the *Next* button.

Default Event

● Default Event: Locked, Login required (5)

Daily Events

○ Fri Thu Wed Tue Mon 1:00 PM - 3:00 PM: Locked, Login required (5)

Specific Events

○ 9/28/2002 Repeat 1 1:00 PM - 4:00 PM: Allow Only, Guest

5 Select the event to edit.

In the list of all events that apply to the specified client, the event with the lowest priority (the default settings for the client) is shown at the top and the events with the highest priority (the specific events) are listed at the bottom.

6 Click **Next.**

7 Make the desired changes to the filtering options.

See “Setting defaults for a client” on page 209.

Deleting an existing event

Default settings and daily events remain in effect until they are deleted. Specific events are automatically deleted when they expire.

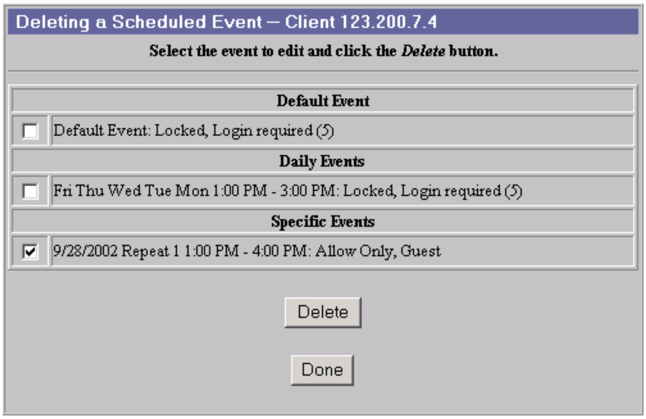
To delete an existing event

1 On the main administration page, click the **Schedule** method for the Client object.

2 Select the client to which the event applies.

3 Click **Delete an Existing Event**.

4 Click **Next**.



Deleting a Scheduled Event – Client 123.200.7.4

Select the event to edit and click the *Delete* button.

Default Event

☐ Default Event: Locked, Login required (5)

Daily Events

☐ Fri Thu Wed Tue Mon 1:00 PM - 3:00 PM: Locked, Login required (5)

Specific Events

☑ 9/28/2002 Repeat 1 1:00 PM - 4:00 PM: Allow Only, Guest

5 In the list of events that apply to the specified client, select the events to delete.

6 Click **Delete**.

7 Click **Done** to return to the main administration page.

Generating a report for a client

Two types of reports can be generated for Client objects: Access reports and Access Summary reports. Client reports are identical to system-level reports, except that system reporting lets you examine activity for any number of selected objects or for the entire system. Client reporting only lets you examine activity for selected clients.

The client-level Access report lets you review the browsing activity from the selected clients (such as URLs that were accessed or for which access was attempted and violations) and the administrative activity (such as logons and logoffs).

The client-level Access Summary report summarizes information on access frequency for popular URLs and the frequency and types of violations.

See “Generating system-level reports” on page 166.

Reporting for a particular client depends both on the settings for the specific client and the system default settings for the type of browsing activity that the content filtering component is to log.

See “Modifying other system attributes” on page 145 and “Modifying a client” on page 204.

For example, if you choose to not have browsing activity logged for a particular client, an Access report generated for that client does not contain information on browsing activity.

Chapter 13

Working with the User object

This chapter includes the following topics:

Adding a user

You can add the following types of users to Symantec Web Security:

- Virtual
- NT or Solaris system
- RADIUS
- LDAP

  Symantec Web Security currently supports the following types of LDAP-compliant platforms: Sun ONE, IBM SecureWay, and Microsoft Active Directory.

By adding users from a directory service to Symantec Web Security, a Web Security administrator can establish individual settings. Otherwise, directory service users authenticate through Symantec Web Security, and system-level settings apply.

Understanding user disposition changes due to upgrading

To upgrade from a previous version of Symantec Web Security or Symantec I-Gear, you must install the current version on top of the existing version.

See “Upgrading from earlier versions” on page 59.

Consider the following when upgrading to Symantec Web Security 3.0:

- If you install version 3.0 and do not have a previous version of Symantec Web Security or Symantec I-Gear installed, the Directory Services selection defaults to Virtual Users Only.
- If you have only virtual users and groups supported in a previous version, and you upgrade to version 3.0, users and groups are considered virtual in the current version also.
- If you have virtual and system users supported in a previous version and upgrade to version 3.0, virtual users are still considered virtual, and system users are still considered system. Group status is not affected.

Warning: The encryption algorithm used to decrypt user passwords in Symantec Web Security has become more secure in version 3.0. Virtual user passwords set in a previous version Symantec Web Security or in Symantec I-Gear 3.5.14 must be reset by a Symantec Web Security administrator so that those virtual users can log on to version 3.0. To convert user passwords of virtual users, a user conversion password utility (setpass) is included on the Symantec Web Security 3.0 distribution CD.
See "Upgrading from earlier versions" on page 59.

Understanding user disposition changes due to change in LDAP platform selection

You must reinstall Symantec Web Security 3.0 to change your selection of LDAP-compliant platform, if that change involves switching from or to Microsoft Active Directory.

Consider the following when reinstalling Symantec Web Security:

- If you switch from Virtual Users Only to System Users, RADIUS, or LDAP, the virtual users are assumed to exist also in the newly selected directory service, and the virtual groups are assumed to exist on the system server. If they do not, they are considered obsolete.

  RADIUS does not support groups.

- If you switch from NT or Solaris System Users to LDAP or RADIUS, system users are assumed to exist also on the LDAP or RADIUS server, and system groups are assumed to exist also on the LDAP server. If they do not, they are considered obsolete. Virtual users and groups remain virtual users.

Note: An obsolete user is one who has been added to Symantec Web Security from a directory service, then deleted from the directory service. Deleting a user from a directory service does not delete that user from Symantec Web Security. The added user must be manually deleted from Symantec Web Security. Likewise, deleting a user from Symantec Web Security does not remove that user from the directory service. See "Deleting a user" on page 238.

Adding virtual users

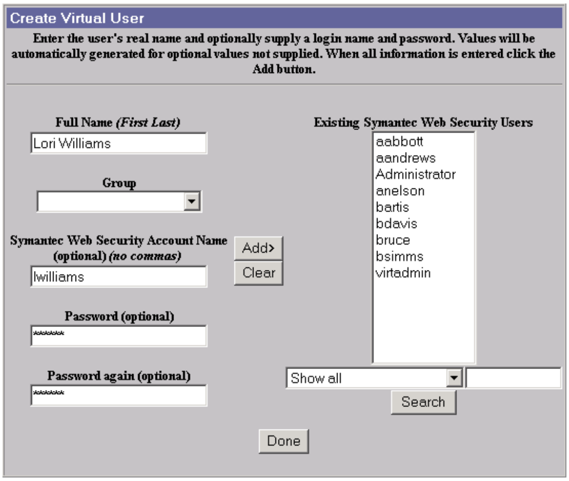
A virtual user is recognized only by Symantec Web Security. Virtual users can be used in Symantec Web Security when users do not require system accounts. Valuable network resources are not used to maintain unnecessary system accounts, and virtual users do not have access to other parts of your network, which minimizes the security risks associated with large numbers of system accounts.

You can add one virtual user at a time, or you can create a simple text (.txt) file that contains the necessary information on multiple users and submit the text file to create multiple virtual users at once. To create a .txt file in most popular word-processing programs, use the Save As command and choose Text Only (.txt) as the file type.

To add a virtual user

1. On the main administration page, click the **Add** method for the User object.
2. Click **Add One Virtual User**.
3. Click **Next**.
4. Type the user's full name in the space provided.
5. Select a group for the user, if appropriate.
6. Specify a Symantec Web Security logon name and password, if appropriate.
   If you do not specify an account name and password, the software generates these for you.
   You cannot use the following characters in user account names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.
7. Click **Add**.
   The software confirms creation of the new virtual user account.

8 Click **Done** to return to the main administration page.



Create Virtual User

Enter the user's real name and optionally supply a login name and password. Values will be automatically generated for optional values not supplied. When all information is entered click the Add button.

Full Name *(First Last)*: Lori Williams

Group:

Symantec Web Security Account Name (optional) *(no commas)*: lwilliams

Password (optional): ******

Password again (optional): ******

Existing Symantec Web Security Users: aabbott, aandrews, Administrator, anelson, bartis, bdavis, bruce, bsimms, virtadmin

Note: If a virtual user forgets a password, any administrator with the Modify User permission can issue a new password using the Modify method for the User object. Virtual users with permission to change their own passwords can still do so; however, in order to change their own passwords, users must know their old passwords.

To add more than one virtual user

1 Create a file in simple text format that contains a block of information about each virtual user you wish to add.

To create a .txt file in most popular word-processing programs, use the Save As command and choose Text Only (.txt) as the file type.

The information for each user must be on a separate line and formatted as follows:

Full name,account name,password,group

The full name is mandatory; other boxes are optional. If you do not specify an account name or password, the software generates these for you. The generated account names and passwords are shown on the next screen after the users have been created.

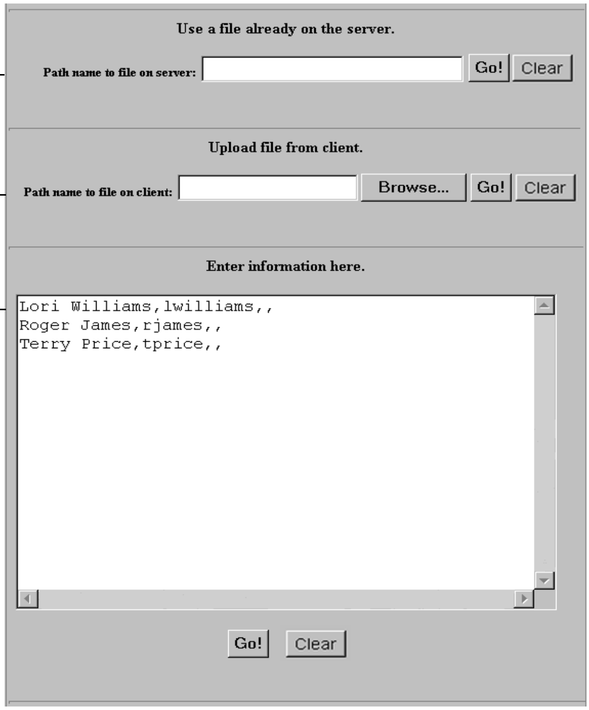
You must type all three commas even if you do not specify any information other than the full name:

Joe Smith,smith,boat,xyz

Jane Smith,,,

You cannot use the following characters in user account names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.

2. When the file is complete, on the main administration page, click the **Add** method for the User object.
3. Click **Add Multiple Virtual Users**.
4. Click **Next**.
5. Supply the file to the server in one of three ways:
   - If the file is already located on the server, under Use a File Already on the Server, type the path name of the file, then click **Go**.
   - If the file is located on the computer you are currently using, in the Upload File from Client box, type the path name of the file in the space provided, then click **Go**, or click **Browse to find the file** (this option requires a browser capable of file uploads). Select the file in the browse window, then click **Open**. Click **Go**.
   - Type or paste the file into the text area under Enter information here, then click **Go**.


Use a file already on the server.
Path name to file on server:
Go!
Clear
Upload file from client.
Path name to file on client:
Browse...
Go!
Clear
Enter information here.
Go!
Clear

```
Lori Williams,lwilliams,,
Roger James,rjames,,
Terry Price,tprice,,
```

Provide path name to file on server

or

Provide path name to file on client

or

Type or paste account information

The software confirms that the accounts have been created.

6 Click **Done** to return to the main administration page.

Note: When large numbers of users (for example, 10,000 users) are added to Symantec Web Security, stop and restart Symantec Web Security service. If you do not stop and start service, you may experience a delay when administering users.

Adding NT or Solaris system users

A system user is one who has an account on the same domain as the server running Symantec Web Security and has been added to Symantec Web Security. You can add system users to Symantec Web Security to change their settings within Symantec Web Security if the software has been configured to support system users.

To add one NT or Solaris system user at a time

1 On the main administration page, click the **Add** method for the User object.

2 In the Adding User(s) window, click **Add one system user at a time**.

3 Click **Next**.

4 In the Add a System User window, do one of the following:

- On the Search menu, select the search method, click **Search**, then select the user name of the user to add.
- In the System Account box, type the user name.

5 Click **Add**.

The added user names appear in the Symantec Web Security Users list. Domain names are shown with system user names if you are running Symantec Web Security on Windows NT or 2000.

6 If you prefer a different name for the Symantec Web Security account name, type the different name in the Symantec Web Security Account Name box.

If you leave this box blank, the Symantec Web Security account name will be the same as the system account name.

For Windows NT, the default Symantec Web Security account name contains only the user name. The domain name is stripped off. For example, if the system account name is asmith in domainA (DomainA\asmith), the Symantec Web Security user name is asmith.

You cannot use the following characters in user account names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.

7. Click **Add**.

   The new user account name appears in the list on the right side of the page.

8. Click **Done** to return to the main administration page.

Note: The password from the system account is the password for the Symantec Web Security account.

To add more than one NT or Solaris system user at a time

1. On the main administration page, click the **Add** method for the User.
2. Click **Add multiple system users at once**.
3. Click **Next**.
4. In the Add Multiple System Users window, do one of the following:
   - On the search menu, select the search method, click **Search**, then select the user name of the user to add.
   - In the System Account box, type the user name.
5. Click **Add**.

   The added user names appear in the Symantec Web Security Users list. Domain names are shown if you are running Symantec Web Security on Windows 2000 or NT.

   When multiple system users are added at the same time, the Symantec Web Security account names and passwords are the same as for the system accounts.

6. Click **Done** to return to the main administration page.

Note: When large numbers of users (for example, 10,000 users) are added to Symantec Web Security, restart the computer on which Symantec Web Security is running on Windows 2000 or NT. If you do not stop and start the service, you may experience a delay when administering users.

Adding RADIUS users

You can add users from a RADIUS directory to Symantec Web Security to change their permissions within Symantec Web Security if the software is configured to support RADIUS users.

The default Symantec Web Security account name matches the RADIUS account name.

To add RADIUS users

1. On the main administration page, click the **Add** method for the User object.
2. In the Adding User(s) window, click **Add one RADIUS user at a time**.
3. Click **Next**.
4. In the Add One RADIUS User window, in the RADIUS Account box, type the name of the RADIUS account you wish to add to Symantec Web Security.

   In the Symantec Web Security Account Name box, you may type a new name for the added RADIUS account.
5. Click **Add**.

   Once the user is added, the RADIUS account name appears in the Symantec Web Security Users list.
6. Click **Done** to return to the main administration page.

Adding LDAP users

You can add users from an LDAP directory to Symantec Web Security to change their settings in Symantec Web Security if the software has been configured to support LDAP users.

The default Symantec Web Security account name matches the LDAP account name.

To add LDAP users

1. On the main administration page, click the **Add** method for the User object.
2. In the Adding User(s) window, click **Add LDAP Users**.
3. Click **Next**.

4 In the Add an LDAP User window, do one of the following:

- On the Search menu, select the search method, click **Search**, then select the user name of the user you want to add.
- In the LDAP Account box, type the LDAP user name.

5 Click **Add**.

The added user names appear in the Symantec Web Security Users list. Domain names are shown if you are using Windows NT.

6 Click **Done** to return to the main administration page.

Note: Sun ONE displays no more than 10,000 users at once. To view more users, you can provide a filter. See your Sun ONE documentation.

Adding one user at a time (advanced)

The advanced method for adding any type of user lets you assign permissions and set certain parameters for the newly created user without having to use the Modify method for the user.

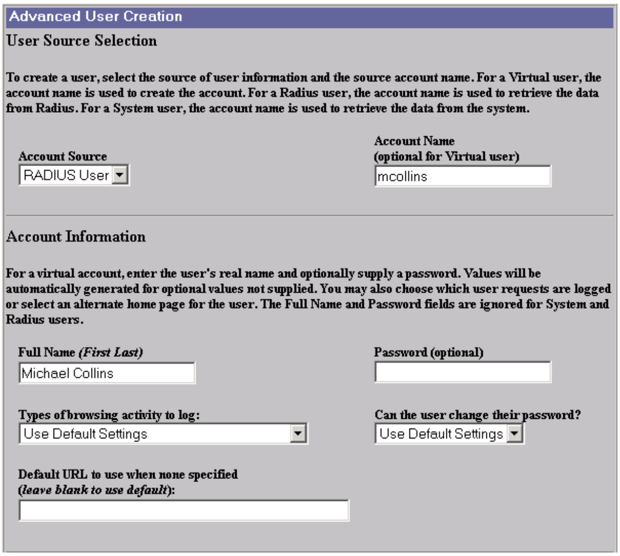
You must have appropriate permissions to use the advanced method. For example, if you have Add permission for the User object but not for the Group object, you can create the new user, but you cannot create a new group for the new user.

To use the advanced method to add a user

1 On the main administration page, click the **Add** method for the User object.

2 Click **Add One User at a Time** (**Advanced**).

3 Click **Next.**



Advanced User Creation

User Source Selection

To create a user, select the source of user information and the source account name. For a Virtual user, the account name is used to create the account. For a Radius user, the account name is used to retrieve the data from Radius. For a System user, the account name is used to retrieve the data from the system.

Account Source: RADIUS User

Account Name (optional for Virtual user): mcollins

Account Information

For a virtual account, enter the user's real name and optionally supply a password. Values will be automatically generated for optional values not supplied. You may also choose which user requests are logged or select an alternate home page for the user. The Full Name and Password fields are ignored for System and Radius users.

Full Name *(First Last)*: Michael Collins

Password (optional):

Types of browsing activity to log: Use Default Settings

Can the user change their password? Use Default Settings

Default URL to use when none specified *(leave blank to use default)*:

4 In the Advanced User Creation window, under Account Source, select one of the following:

- Virtual user
- System user
- RADIUS user
- LDAP user

5 Do one of the following:

- If you are adding a system, RADIUS, or LDAP user, in the Account Name box, type the existing user account name.
- If you are adding a virtual user, in the Account Name box, optionally type an account name.

  You do not need to enter an account name for a virtual user. If you do not enter an account name, the software generates one automatically. You cannot use the following characters in user account names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.

6 If you are creating a virtual user, under Account Information, type the user's full name.

7 If you are creating a virtual user, optionally type a password for the virtual user account.

If you do not supply a password for the virtual user account, the software generates one automatically.

For system, LDAP, and RADIUS users, it is not necessary to supply passwords. Symantec Web Security authenticates users via their directory passwords.

8 Specify other account information:

- The type of browsing activity to log for the user
- The default URL to display when no other URL has been requested
- Whether users can change their passwords

If you select the Use Default Settings option for any of these settings, other inherited settings apply, based on the hierarchy of permissions.

9 Under Group Information, do one of the following to place a user in a group:

- To place the user in an existing group, select the group from the list of existing groups.
- To create a new group for the user, type a new group name in the Create Group and Add User box.

You do not have to place a user in a group.

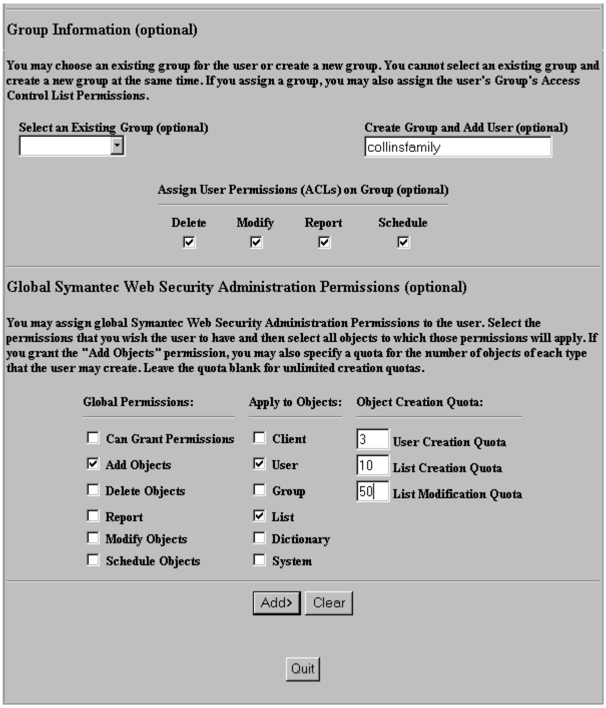
10 Optionally place the user on the Access Control List for the group.

11 If you placed the user on the Access Control List for the group, select the Access Control List permissions for the user.

12 Set global permissions for the user by clicking appropriate check boxes under Global Symantec Web Security Administration Permissions.

If you have placed the new user on an Access Control List for a group and want the user to be able to create new users and lists, you must give the user global Add permission for the User and List objects.

13 If you have given the user global permission to add users and lists, optionally specify quotas for the user (the total number of users that can be created, the number of lists that can be created, and the maximum number of URLs that can be added to lists by this user).



Group Information (optional)

You may choose an existing group for the user or create a new group. You cannot select an existing group and create a new group at the same time. If you assign a group, you may also assign the user's Group's Access Control List Permissions.

Select an Existing Group (optional):

Create Group and Add User (optional): collinsfamily

Assign User Permissions (ACLs) on Group (optional)

Delete	Modify	Report	Schedule
☑	☑	☑	☑

Global Symantec Web Security Administration Permissions (optional)

You may assign global Symantec Web Security Administration Permissions to the user. Select the permissions that you wish the user to have and then select all objects to which those permissions will apply. If you grant the "Add Objects" permission, you may also specify a quota for the number of objects of each type that the user may create. Leave the quota blank for unlimited creation quotas.

Global Permissions:	Apply to Objects:	Object Creation Quota:
□ Can Grant Permissions	□ Client	3 User Creation Quota
☑ Add Objects	☑ User	10 List Creation Quota
□ Delete Objects	□ Group	50 List Modification Quota
□ Report	☑ List	
□ Modify Objects	□ Dictionary	
□ Schedule Objects	□ System	

14 Click **Add.**

The software confirms that your changes have been made.

15 Click **Done** to return to the main administration page.

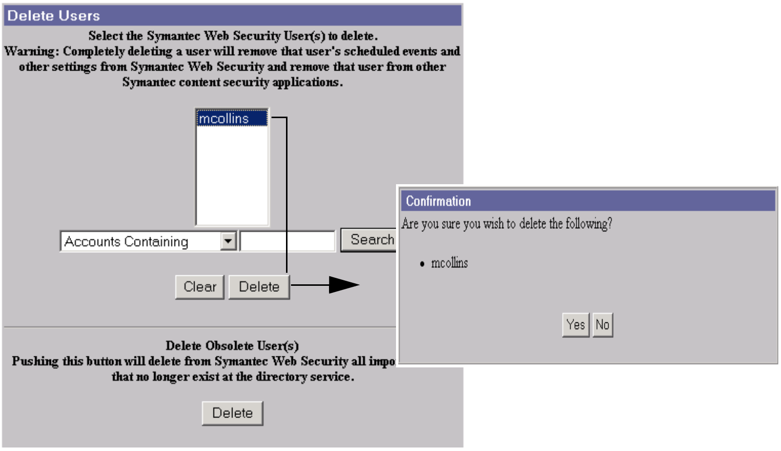
Deleting a user

Deleting a user permanently removes the user's scheduled events and other settings from Symantec Web Security and deletes the user from other Symantec applications (such as Mail-Gear) installed on that computer.

Note: An obsolete user is one who has been added to Symantec Web Security from a directory service, then deleted from the directory service. Deleting a user from a directory service does not delete that user from Symantec Web Security. The added user must be manually deleted from Symantec Web Security. Likewise, deleting a user from Symantec Web Security does not remove that user from the directory service.

To delete an active user

1. On the main administration page, click the **Delete** method for the User object.
2. In the Delete Users window, select one or more users to delete.
3. Click **Delete**.
   The software asks for confirmation that you want to delete the selected users.
4. In the Confirmation window, click **Yes**.
   The software confirms that your changes have been made.
5. Click **Done** to return to the main administration page.



Delete Users

Select the Symantec Web Security User(s) to delete.
Warning: Completely deleting a user will remove that user's scheduled events and other settings from Symantec Web Security and remove that user from other Symantec content security applications.

mcollins

Accounts Containing

Delete Obsolete User(s)
Pushing this button will delete from Symantec Web Security all impo
that no longer exist at the directory service.

Confirmation

Are you sure you wish to delete the following?

- mcollins

To delete an obsolete user

1. On the main administration page, click the **Delete** method for the User object.
2. In the Delete Users window, under Delete Obsolete User(s), click **Delete**.
   The software asks for confirmation that you want to delete the obsolete users.
3. In the Confirmation window, click **Yes**.
   The software confirms that your changes have been made.
4. Click **Done** to return to the main administration window.

Modifying a user

The Modify method for the User object lets you:

- Modify attributes.
- Modify object creation/modification attributes.
- Add and delete objects on Access Control Lists.
- Modify permissions on Access Control Lists.
- Disable existing users.
- Reenable existing users.

Modifying attributes

The attributes that you can modify for users include the user's group, the type of activity to log, and the administrative permissions. You must have the Can Grant Permissions permission to view and set the permissions of other users. You can also change the password for a virtual user account.

If you retain the Use Default Settings option for any attribute, other inherited settings that have been established apply, based on the hierarchy of permissions.

See "How Symantec Web Security works" on page 25.

To modify attributes for a user

1. On the main administration page, click the **Modify** method for the User object.
2. Select the user to be modified.
3. Click **Modify Attributes**.
4. Click **Next**.
5. Optionally select a group for the user.
6. Specify whether this user can grant Unfiltered (or Audit Mode) access to another user at any time (with the appropriate permissions).
7. Specify whether the users can change their own passwords.
8. Select the type of browsing activity to log for the user.

   Many of the Report functions do not operate when activity logging is disabled.
9. Specify the default URL to display for the user (the URL that the browser displays automatically after the user logs on).
10. Optionally change the full name of the user.

    When the selected user is a system, LDAP, or RADIUS user, you can supply the account you want SWS to use to authenticate that user.
11. Optionally set a new password for the account by typing the new password twice. (The password boxes appear only if the account is a virtual account.) If a virtual user forgets a password, an administrator with the Modify User permission can set a new password. System users must modify their passwords at the system level rather than through Symantec Web Security.

    Virtual users with permission to change their own passwords can still do so; however, in order to change their own passwords, users must know their old passwords.

12 Select the appropriate check boxes to change the global administrative permissions for the user. The following table describes each permission that may be granted to User objects.

Permission	Description
Can Grant Permissions	User can grant or change permissions of other users.
Add Objects	User can use the Add method on objects.
Delete Objects	User can use the Delete method on objects.
Report	User can use the Report method on objects.
Modify Objects	User can use the Modify method on objects.
Schedule Objects	User can use the Schedule method on objects.

You cannot change the permissions on your own account. Instead, another user with the Can Grant Permissions permission must do so.

13 Select the specific objects to which the selected administrative permissions apply.

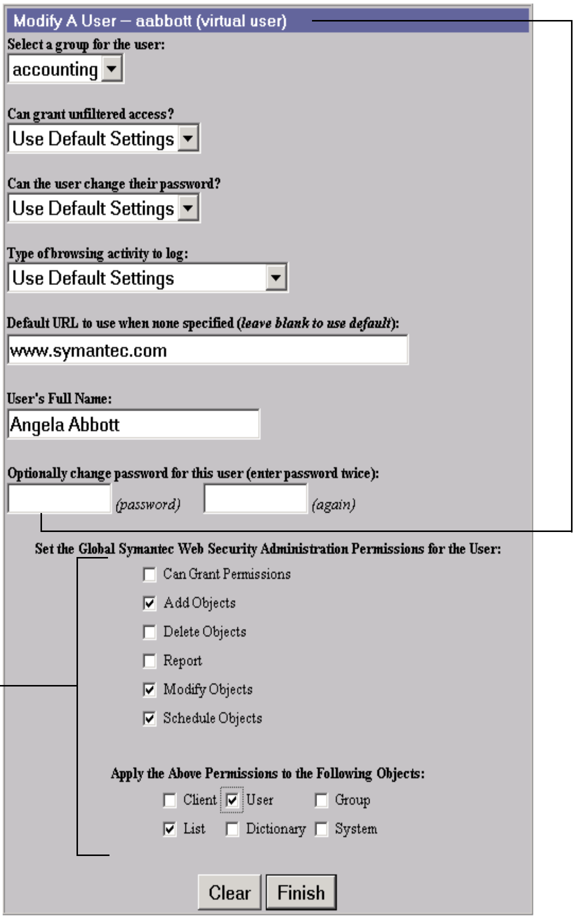
If the selected user is on an Access Control List and you want the user to be able to create new users and private lists for that group, you must give the user global Add permissions for the User and List objects, in addition to the User's Access Control List permissions.

When assigning global administrative permissions, you must select at least one object and one method. If you select only objects or only methods, the permissions are invalid and do not take effect. (The software does not return an error message.)

14 When you finish making selections, click **Finish**.

The software confirms that your changes have been made.

15 Click **Done** to return to the main administration page.



Modify A User – aabbott (virtual user)

Select a group for the user: accounting ▾

Can grant unfiltered access? Use Default Settings ▾

Can the user change their password? Use Default Settings ▾

Type of browsing activity to log: Use Default Settings ▾

Default URL to use when none specified (*leave blank to use default*): www.symantec.com

User's Full Name: Angela Abbott

Optionally change password for this user (enter password twice):
(password) *(again)*

Set the Global Symantec Web Security Administration Permissions for the User:

- □ Can Grant Permissions
- ☑ Add Objects
- □ Delete Objects
- □ Report
- ☑ Modify Objects
- ☑ Schedule Objects

Apply the Above Permissions to the Following Objects:

□ Client ☑ User □ Group
☑ List □ Dictionary □ System

The boxes for setting a new password appear only for virtual user accounts

The permissions assigned here are global permissions for the overall administration of the software

Modifying object creation/modification attributes

To modify the object creation/modification attributes for a user, the selected user must have global permissions for adding users or lists.

See “Modifying attributes” on page 239.

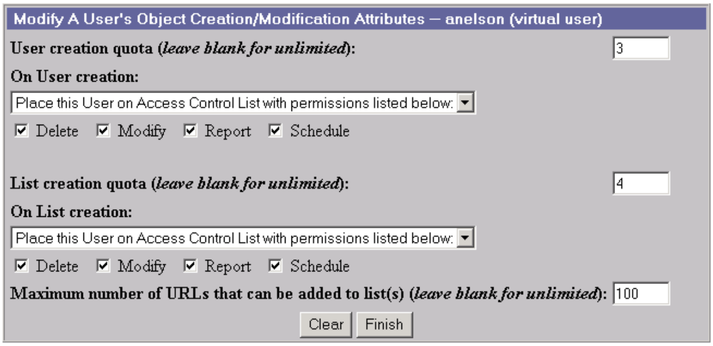
To modify the object creation/modification attributes for a user

1 On the main administration page, click the **Modify** method for the User object.

2 Select the user to be modified.

3 Click **Modify Object Creation/Modification Attributes**.

4 Click **Next**.



Modify A User's Object Creation/Modification Attributes – anelson (virtual user)

User creation quota (*leave blank for unlimited*): 3

On User creation:

Place this User on Access Control List with permissions listed below:

☑ Delete ☑ Modify ☑ Report ☑ Schedule

List creation quota (*leave blank for unlimited*): 4

On List creation:

Place this User on Access Control List with permissions listed below:

☑ Delete ☑ Modify ☑ Report ☑ Schedule

Maximum number of URLs that can be added to list(s) (*leave blank for unlimited*): 100

5 In the User creation quota box, type the number of users the selected user can create.

Leaving this box blank lets the user create an unlimited number of users.

6 Under On User creation, indicate whether to place the selected user on the Access Control List for accounts created by the user.

If you add the user to the Access Control List, set the Access Control permissions.

7 In the List creation quota box, type the number of lists the selected user can create.

Leaving this box blank lets the user create an unlimited number of lists.

8 Under On List creation, indicate whether to place the selected user on the Access Control List for lists created by the user.

If you add the user to the Access Control List, set the Access Control permissions.

9 In the Maximum number of URLs that can be added to lists box, type the maximum number of URLs that can be added to lists created by this user. Leaving this box blank lets the user add an unlimited number of URLs to new lists.

10 Click **Finish**.

The software confirms that your changes have been made.

11 Click **Done** to return to the main administration page.

Adding and deleting objects on Access Control Lists

Adding objects to and deleting objects from Access Control Lists is the same for the Client, User, Group, and List objects.

See “Adding and deleting objects on Access Control Lists” on page 205.

Modifying permissions on Access Control Lists

Modifying the permissions for objects on Access Control Lists is the same for the Client, User, Group, and List objects.

See “Modifying permissions on Access Control Lists” on page 208.

Disabling existing users

Note: Only users created in or added to Symantec Web Security can have their accounts disabled.

Disabling a user retains the user’s scheduled events and other settings in Symantec Web Security but prevents the user from logging on to Symantec Web Security. Use this option to prevent a user from having any Internet access. If you are running other Symantec products (such as Mail-Gear) on the same computer as Symantec Web Security and are taking advantage of the information-sharing capability between the products, disabling a user from Symantec Web Security does not affect the settings in any other Symantec product.

To disable existing users

1 On the main administration page, click the **Modify** method for the User object.

2 Click **Disable Users**.

3 Click **Next**.

A list of active user accounts appears on the next display.

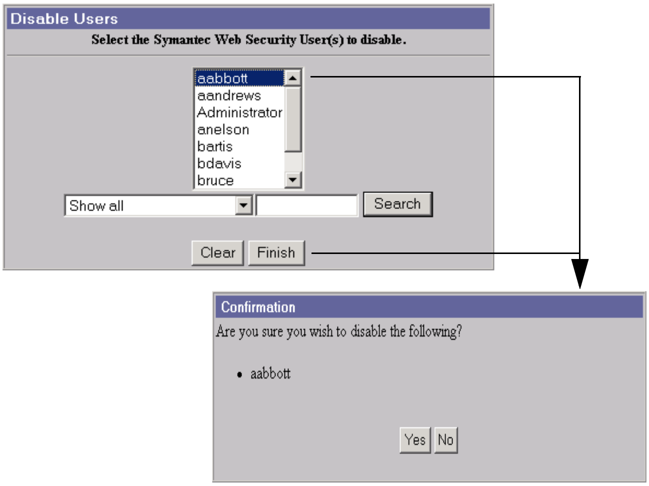
4 In the Disable Users window, select the users you want to disable from the list of user accounts.

5 Click **Finish**.

The software prompts you for confirmation that you want to disable the selected users.

6 In the Confirmation window, click **Yes**.

7 Click **Done** to return to the main administration page.



Disable Users

Select the Symantec Web Security User(s) to disable.

Confirmation

Are you sure you wish to disable the following?

- aabbott

Reenabling existing users

An existing user whose account has been disabled is unable to log on to Symantec Web Security.

To reenable existing users

1 On the main administration page, click the **Modify** method for the User object.

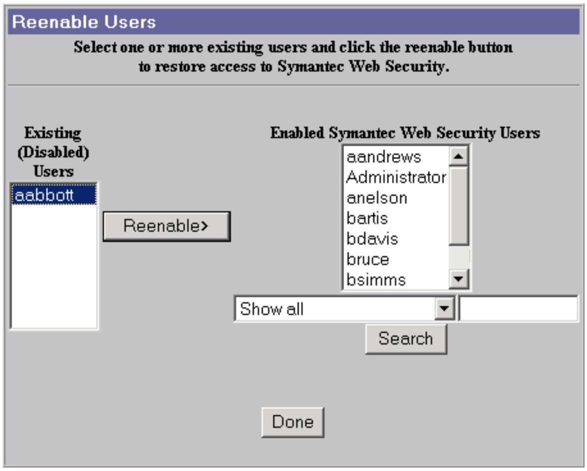
2 Click **Reenable Existing Users**.

3 Click **Next**.

4 In the Reenable Users window, under Existing (Disabled) Users, select the disabled users to enable from the list of user accounts.

5 Click **Reenable**.

6 Click **Done** to return to the main administration page.



Reenable Users

Select one or more existing users and click the reenable button to restore access to Symantec Web Security.

Scheduling an event for a user

The Schedule method is the same for Client, User, Group, and System objects. User permissions travel with users regardless of the computer they use on the network. However, user permissions can be affected, depending on the settings for the client computer used.

See "Scheduling an event for a client" on page 209.

When scheduling events for users, remember that client and client group permissions have a higher priority by default than user and user group permissions.

See "How Symantec Web Security works" on page 25.

An event scheduled for a user may be affected by permissions set for a particular client or group of clients.

Generating a report for a user

Three reports can be generated for users: Access reports, Access Summary reports, and User Summary reports. The Access and Access Summary reports are identical to system-level Access reports and Access Summary reports, except that system reporting lets you examine activity for any number of selected objects or the entire system. User reporting only lets you examine activity for selected users.

Access reports let you review the browsing and administrative activities for selected users. Access Summary reports provide summary information on frequency of access for popular URLs and the frequency and types of violations.

See “Generating system-level reports” on page 166.

User Summary reports

User Summary reports let you review account information for selected users, including account name, account type, user’s full name, user’s group, and global permissions that have been granted to the user.

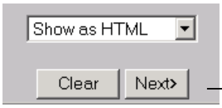
To generate a User Summary report

1. On the main administration page, click the **Report** method for the user object.
2. Click **User Summary Report**.
3. Click **Next**.
4. In the Report on User(s) - Choosing Reporting Options window, select the users on which to report.
5. Do one of the following to narrow the scope of the report:
   - Specify a particular group membership on which to report.
   - Specify a type of user account on which to report (virtual, system, LDAP, or RADIUS accounts).
   - Specify only those users with global administrative permissions.

   For example, if you select the Marketing group and select Virtual as the account type, the report contains information on only those members of the Marketing group who are virtual users. If you also choose to report on users who have administrative permissions, then the report contains information on only those members of the Marketing group who have administrative permissions and are virtual users.
6. Select whether you want to display the report in HTML or as plain text.

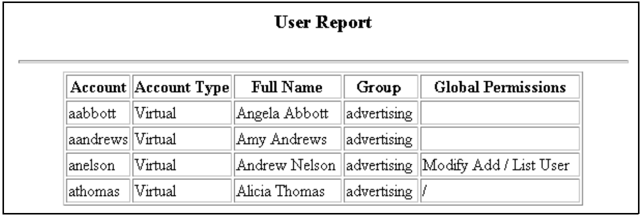
   If you select Show as Text Only, report results are formatted so that you can save the report output to a file. If you select HTML format, the user information is in a standard HTML report page.
7. After selecting the report options, click **Next**.

The following example shows the report generated in HTML format.



Show as HTML

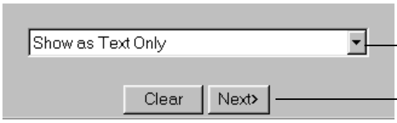
Select the report format and click **Next**



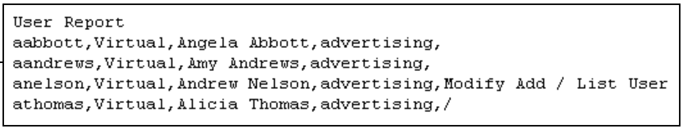
User Report

Account	Account Type	Full Name	Group	Global Permissions
aabbott	Virtual	Angela Abbott	advertising	
aandrews	Virtual	Amy Andrews	advertising	
anelson	Virtual	Andrew Nelson	advertising	Modify Add / List User
athomas	Virtual	Alicia Thomas	advertising	/

The following example shows the same report generated as text only.



Show as Text Only



```
User Report
aabbott,Virtual,Angela Abbott,advertising,
aandrews,Virtual,Amy Andrews,advertising,
anelson,Virtual,Andrew Nelson,advertising,Modify Add / List User
athomas,Virtual,Alicia Thomas,advertising,/
```

This report contains the same information as the HTML report but in text-only format

Chapter 14

Working with the Group object

This chapter includes the following topics:

About groups

You can group Client and User objects using Symantec Web Security. Using system and group settings minimizes administrative work. Use the following rules as a guide when you set up groups:

- Groups should contain like objects when possible (for example, users and clients should not be mixed in the same group).
- Groups should be created when you want to give a group of users or clients a different default behavior. For example, to give certain employees less restrictive Internet access after work hours and on weekends, you can create a group that contains these users. Then, scheduling a single daily event for the entire group is much more efficient than scheduling the same event for each user individually.
- Groups should be created when a group of users or clients needs different permissions during specific times. For example, employee accounts can be locked by default and scheduled to be active every day from 8:00 AM to 5:00 PM.
- Groups for clients should be based on geographic location (such as room) or logical group (such as teacher computers or summer employees).

If an object is a member of a group and you want to change the object's permissions, scheduling the object overrides the group permissions. For example, a student may have Internet access time extended to 5:00 PM even though the student belongs to a group for which access is denied after 4:00 PM.

Adding a group

Create a group when you want to give selected users or clients a different default behavior or when selected users or clients need different permissions during specific times.

Note: Only users exist in RADIUS and Solaris directory services. RADIUS and Solaris do not support groups.

To add a virtual group

1. On the main administration page, click the **Add** method for the Group object.
2. In the Adding Groups window, click **Create Virtual Group**.
3. Click **Next**.
4. In the Adding a Group window, type the name of the new group in the New Group Name box.

   You cannot use the following characters in group names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.
5. Click **Add**.
6. Click **Done** to return to the main administration page.

To add an NT system group

1. On the main administration page, click the **Add** method for the Group object.
2. In the Adding Groups window, click **Add System Groups**.
3. Click **Next**.
4. In the Add a System Group window, do one of the following:
   - On the Search menu, select the search method, click **Search**, then select the name of the group to add.
   - In the System Group box, type the system group to add.
5. Click **Add**.

   The Symantec Web Security Groups list updates to reflect your changes.
6. Click **Done** to return to the main administration page.

To add an LDAP group

1. On the main administration page, click the **Add** method for the Group object.
2. In the Adding Groups window, click **Add LDAP Group**.
3. Click **Next**.
4. In the Add an LDAP Group window, do one of the following:
   - On the Search menu, select the search method, click **Search**, then select the name of the group to add.
   - In the LDAP Groups box, type the name of the LDAP group to add.

5. Click **Add**.

   The Symantec Web Security Groups list updates to reflect your changes.

6. Click **Done** to return to the main administration page.

Deleting a group

When a group is deleted, the members of that group still exist within Symantec Web Security as unassigned members (they do not belong to any group until they are reassigned).

Note: An obsolete group is one that has been added to Symantec Web Security from a directory service, then deleted from the directory service. Deleting a group from a directory service does not delete that group from Symantec Web Security. The group must be manually deleted from Symantec Web Security.

To delete an active group

1. On the main administration page, click the **Delete** method for the Group object.

2. Select one or more group objects to delete.

   More than one group can be selected at a time, usually by pressing **Control** while selecting the desired groups—the exact method to select more than one item is browser and operating-system dependent. Clicking **Clear** clears the display.

3. Click **Finish**.

   The software confirms that your changes have been made.

4. Click **Done** to return to the main administration page.

To delete an obsolete group

1. On the main administration page, click the **Delete** method for the Group object.

2. In the Delete Groups window, in the bottom pane, click **Delete**.

3. In the Confirmation window, click **Yes**.

Modifying a group

The Modify method for the Group object lets you modify the membership or attributes of existing groups and modify the Access Control List membership and permissions.

Modifying group membership

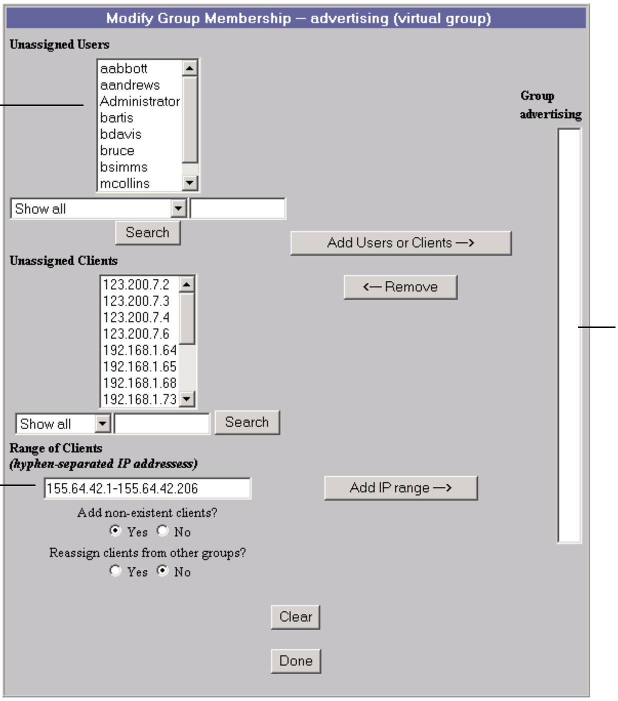
Symantec Web Security lets you add or remove objects from a group, and also lets you add a range of clients to a group.

Note: You can modify membership for virtual groups only. You cannot modify the membership for directory service and system groups that have been added to Symantec Web Security.

To modify the membership of a group

1. On the main administration page, click the **Modify** method for the Group object.
2. In the Modify Group Membership window, select the group to be modified.
3. Click **Modify Membership**.

4 Click **Next.**



Modify Group Membership – advertising (virtual group)

Unassigned Users

aabbott
aandrews
Administrator
bartis
bdavis
bruce
bsimms
mcollins

Unassigned Clients

123.200.7.2
123.200.7.3
123.200.7.4
123.200.7.6
192.168.1.64
192.168.1.65
192.168.1.68
192.168.1.73

Range of Clients
(hyphen-separated IP addresses)

155.64.42.1-155.64.42.206

Add non-existent clients?
● Yes ○ No

Reassign clients from other groups?
○ Yes ● No

Group
advertising

Select users or clients, then click **Add Users or Clients**

Or select group members, then click **Remove**

Or enter a range of IP addresses, then click **Add IP range**

5 Do one or both of the following:

- To add objects to the group, select from the lists on the left side of the display one or more unassigned users or clients, and click **Add Users or Clients.**
- To remove objects from the group, select from the list on the right side of the display one or more objects and click **Remove**. (Objects removed from the group become unassigned.)

Objects can belong to only one group at a time. Only those objects not currently assigned to a group are displayed in the Unassigned lists.

You can add a range of clients to a group simultaneously. When you have specified a range of addresses, you can also elect whether to add clients that do not already exist that fall within the specified range, and whether to move any specified clients that have previously been assigned to another group in Symantec Web Security to the current group.

To add a range of client IP addresses at once

1. On the main administration page, click the **Modify** method for the Group object.
2. Select the group to be modified.
3. Click **Modify Membership**.
4. Type the range of IP addresses in the Range of Clients box as in the example.

   For the IP addresses 192.168.1.1 through 192.168.1.100, type the range as **192.168.1.1 - 192.168.1.100**. The space on either side of the hyphen is optional. You can also type a single IP address in the box.
5. Under Add Non-existent Clients, select one of the following:
   - Yes: Adds to Symantec Web Security any clients that are specified in the range and do not already exist.
   - No: Does not add non-existent clients.

   The default setting is Yes.
6. Under Reassign Clients from Other Groups, select one of the following:
   - Yes: Reassigns any clients that are members of other groups to the current group.
   - No: Does not reassign clients.

   The default setting is No.
7. Click **Add IP range**.
8. The software confirms that your changes have been made. A summary screen displays listing any clients that were not reassigned or created as requested.

Modifying attributes for a group

Symantec Web Security lets you modify password and Internet access attributes for a group.

To modify the attributes for a group

1. On the main administration page, click the **Modify** method for the Group object.
2. Select the group to be modified.
3. Click **Modify Attributes**.
4. Click **Next**.

5 In the Modify A Group window, modify some or all of the attributes for the group.

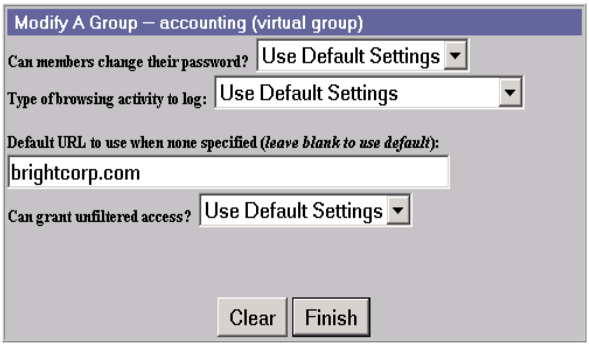
If you select Use Default Settings for any of these attributes, the settings for the group are inherited from the system default settings.

Setting	Description
Can members change their password?	Set the password permission for the group.
Type of browsing activity to log	Select the type of browsing activity to log for the group. Many of the report functions do not operate when activity logging is disabled. This setting applies to browsing activity only. Administrative functions are always logged, and logging of administrative activity cannot be disabled.
Default URL to use when none specified	Specify the default URL to display for the group when no other URL has been requested (the URL that the browser displays automatically after a user clicks Logon).
Can grant unfiltered access?	Specify whether members of the group can grant Unfiltered (or Audit Mode) access to another user.

6 Click **Finish**.

The software confirms that your changes have been made.

7 Click **Done** to return to the main administration page.



Modify A Group – accounting (virtual group)

Can members change their password? Use Default Settings

Type of browsing activity to log: Use Default Settings

Default URL to use when none specified (*leave blank to use default*):

brightcorp.com

Can grant unfiltered access? Use Default Settings

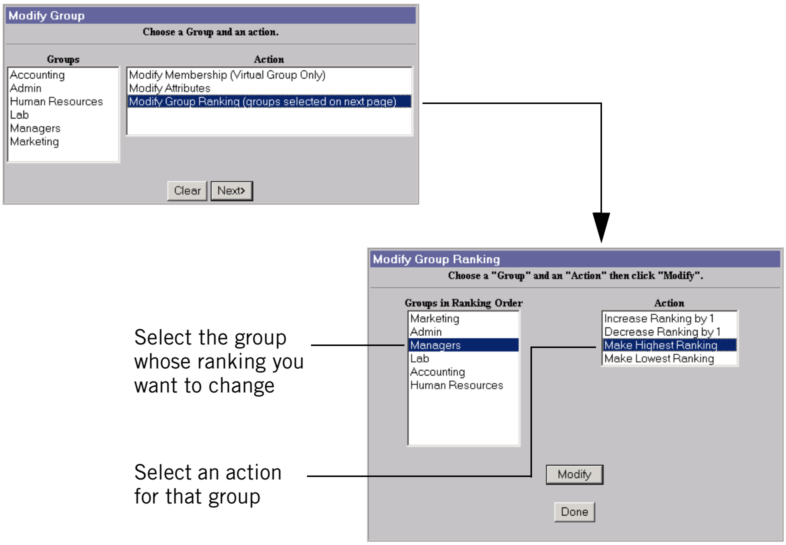
Modifying group ranking

Users may be members of more than one group. For example, a user may belong to a virtual group and an LDAP group that has been added to Symantec Web Security. You can modify group ranking to determine which group has precedence over another.

A user cannot be a member of more than one virtual group.

To modify group ranking

1. On the main administration page, click the **Modify** method for the Group object.
2. In the Modify Group window, in the Action list, click **Modify Group Ranking.**
3. Click **Next.**
4. In the Modify Group Ranking window, in the Groups in Ranking Order list, select the group whose ranking you wish to modify.
5. In the Action list, select the ranking modification that you wish to make.
6. Click **Modify.**
7. After each modification, the Groups in Ranking Order list will reflect the changes.
8. Click **Done** to return to the main administration page.



Adding/deleting objects to/from Access Control Lists

Adding objects to and deleting objects from Access Control Lists is the same for the Client, User, Group, and List objects.

See "Adding and deleting objects on Access Control Lists" on page 205.

Modifying permissions on Access Control Lists

Modifying the permissions for objects on Access Control Lists is the same for the Client, User, Group, and List objects.

See "Modifying permissions on Access Control Lists" on page 208.

Scheduling an event for a group

The Schedule method is the same for Client, User, Group, and System objects.

See "Scheduling an event for a client" on page 209.

As you schedule events for groups, remember the hierarchy of object permissions. The permissions for individual clients or users have priority over those for the group in which the user or client is a member. In the Symantec Web Security default configuration, client and client group permissions have priority over user and user group permissions. For example, you can set the default settings for a group containing all clients in the main public area of a library to Guest Mode with Filtered access and not allow downloading of files with the .exe extension. You can allow library patrons to download .exe files from one computer by scheduling a daily event for the individual client computer.

Generating a report for a group

The Report method is the same for the Client, User, and Group objects for both Access and Access Summary reporting.

See "Generating a report for a client" on page 222.

Chapter 15

Customizing lists

This chapter includes the following topics:

About lists

Two types of lists exist in the content filtering component: predefined Content Category Lists, which are provided by Symantec, and local lists, which you create as needed for specific uses. There are two versions of each predefined Content Category List: a local version and the version populated by Symantec. The local version of each list is provided so that you can add additional related URLs to the lists.

Lists can be either public or private. A public list is available for use by all objects. A private list can be used only by the group members to which the list has been assigned.

Adding a list

To add a list, you must:

- Create the new list.
- Add URLs to the new list.

When a list is created, the default state is Off. If you want the default setting for a public list to be some setting other than Off, go to the Schedule method for the System object and change the default state for the list. The state of a list can be scheduled differently for each object; setting the default state only specifies its initial default behavior. For example, a list that contains the host names of your administrative intranet servers can be set to Deny for a student group and Allow (Filtering Disabled) for a teacher group; the default state for this list can remain Off.

See “Understanding Symantec Web Security” on page 35.

Creating a new list

Symantec Web Security lets you create public or private lists.

To create a new list

1. On the main administration page, click the **Add** method for the List object.
2. In the New List Name box, type the name of the new list.

   No two lists can have the same name. Check the list on the right side of the display to see whether the name you want to use is already in use.

   You cannot use the following characters in list names: %, &, ^, !, #, $, *, (,), +, {, }, [,], =.

3. To indicate whether the new list is private or public, do one of the following:
   - To make the list public, select the blank space at the top of the list of groups or do not select any entry in the list of groups.
   - To make the list private, select the group to which this new list will be restricted. Only one group may be selected for a given list.
4. Indicate whether the default filtering state of the list can be overridden by users with administrative permissions to schedule events for users or groups.

   This restriction does not apply to users who have Schedule permission for the System object.
5. Select any users and groups to be placed on the Access Control List for the new list.
6. If you placed users or groups on the Access Control List, select the permissions to grant for the objects on the Access Control List.

   You must have appropriate permissions to perform the functions on this page. For example, if you have Add permission for the List object but do not have Modify permission for Group and User objects, you can create a new list, but you cannot assign any Access Control List members or permissions.
7. Click **Add**.

Adding URLs to the new list

You may add as many URLs as necessary to the new list unless a quota has been established for the number of URLs that you are allowed to add to lists.

See “Adding URLs to local lists” on page 262.

Deleting a list

Only locally created lists may be deleted, not the predefined Content Category Lists provided by Symantec. When a list is deleted, all URLs that populate that list are lost.

To delete a list

1. On the main administration page, click the **Delete** method for the List object.
2. Select one or more lists to delete.
3. Click **Finish**.
4. Click **Done** to return to the main administration page.

Modifying a list

The Modify method for the List object lets you:

- Add URLs to local lists.
- Remove URLs from local lists.
- Change the public/private status for a list.
- Add/delete objects to/from Access Control Lists.
- Modify permissions on Access Control Lists.
- Change the filtering override setting for a list.

Adding URLs to local lists

The content filtering component looks for the most exact match when checking a URL against assigned lists. By customizing your local lists, you can block or allow individual Web pages or entire directories, computers, or domains.

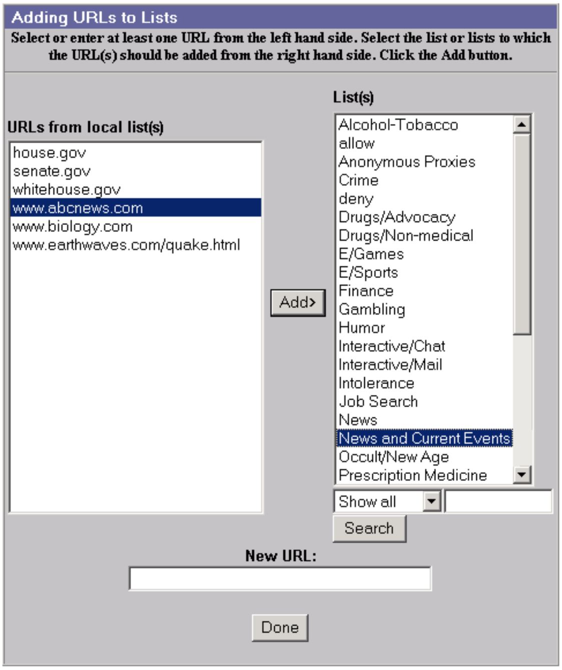
For each request for Internet access, the content filtering component checks the local versions of all active Content Category Lists before it checks the Symantec versions. If the content filtering component finds a match in one or more active local lists (lists that are not in the Off state), it does not check the Symantec versions of the lists. You can completely override any Symantec categorization of a site by adding a site to a local list, and you can add additional sites not contained in the Symantec lists. You may add as many URLs as necessary to local lists.

Note: Deny lists override Allow lists. If you place a URL in more than one list and one of these lists is in the Deny state and the other is in an Allow state, access to the URL is denied.

To add URLs to a list

1. On the main administration page, click the **Modify** method for the List object.
2. Click **Add URLs to Lists**.

3 Click **Next.**



Adding URLs to Lists

Select or enter at least one URL from the left hand side. Select the list or lists to which the URL(s) should be added from the right hand side. Click the Add button.

URLs from local list(s): house.gov, senate.gov, whitehouse.gov, www.abcnews.com (selected), www.biology.com, www.earthwaves.com/quake.html

List(s): News and Current Events (selected)

4 In the Adding URLs to List window, in the New URL box, type any new URL you want to add.

5 Select any URLs from the list on the left side of the page.

The left side of the page shows URLs that already are contained in locally created lists so that you can recategorize previously identified URLs.

6 After you have selected previously categorized URLs or typed in a new URL, click the lists to which you want to add the URLs.

7 Click **Add.**

The software confirms that your changes have been made.

8 When you finish adding URLs to lists, click **Done** to return to the main administration page.

Removing URLs from lists

Only URLs from the local versions of the Content Category Lists can be deleted. The URLs added by Symantec to the predefined lists are not shown and cannot be deleted.

To remove URLs from a list

1 On the main administration page, click the **Modify** method for the List object.

2 Select the list from the list on the left side of the display.

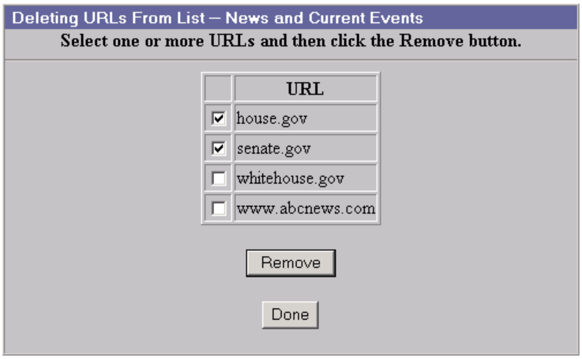
3 Click **Remove URLs from Lists.**

4 Click **Next.**

5 In the Deleting URLs From List window, check the URLs that you want to remove.

6 When you finish selecting the URLs to remove from the list, click **Remove.**

The software confirms that your changes have been made.



Deleting URLs From List — News and Current Events

Select one or more URLs and then click the Remove button.

	URL
☑	house.gov
☑	senate.gov
□	whitehouse.gov
□	www.abcnews.com

7 Click **Done** to return to the main administration page.

Changing the public/private status for a list

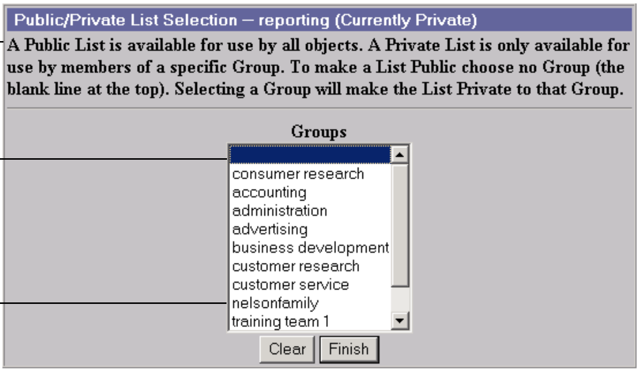
A public list is available to all objects. A private list is only available for use by a specific group.

To change the public/private status of a list

1. On the main administration page, click the **Modify** method for the List object.
2. Select the list from the list on the left side of the display.
3. Click **Public/Private List Selection**.
4. Click **Next**.

   The Public/Private List Selection page displays the current status of the selected list.
5. In the Public/Private List Selection window, do one of the following:
   - To make a private list public, select the blank space (no group) at the top of the list of groups.
   - To make a public list private, select the appropriate group from the list.
6. Click **Finish**.

   The software confirms that your changes have been made.
7. Click **Done** to return to the main administration page.



Public/Private List Selection – reporting (Currently Private)

A Public List is available for use by all objects. A Private List is only available for use by members of a specific Group. To make a List Public choose no Group (the blank line at the top). Selecting a Group will make the List Private to that Group.

The current status of the selected list appears at the top of the page

To make a list public, select the blank space

To make a list private, select a group

Adding/deleting objects to/from Access Control Lists

Adding objects to and deleting objects from Access Control Lists is the same for the Client, User, Group, and List objects.

See "Adding and deleting objects on Access Control Lists" on page 205.

Modifying permissions on Access Control Lists

Modifying the permissions for objects on Access Control Lists is the same for the Client, User, Group, and List objects.

See "Modifying permissions on Access Control Lists" on page 208.

Changing the filtering override setting for a list

The content filtering component provides a safeguard to prevent users with administrative permissions from overriding the filtering list access state that has been established at the system default level. When the filtering override setting for a list is set to No, users with permission to schedule filtering events for users and groups cannot change the filtering state for the given list. (This restriction does not apply to users who have Schedule permission for the System object. These users can still change the system defaults.)

To change the filtering override setting for a list

1 On the main administration page, click the **Modify** method for the List object.

2 Select the appropriate list.

3 Click **Allow Setting Override by User**.

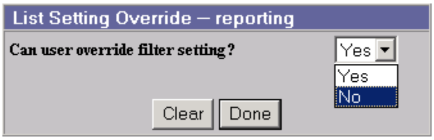
4 Click **Next**.

5 In the List Setting Override window, select one of the following:

- Yes: Lets users override the default access state of the list.
- No: Does not let users override the default access state of the list.

6 Click **Finish**.
The software confirms that your changes have been made.

7 Click **Done** to return to the main administration page.



List Setting Override – reporting

Can user override filter setting? Yes

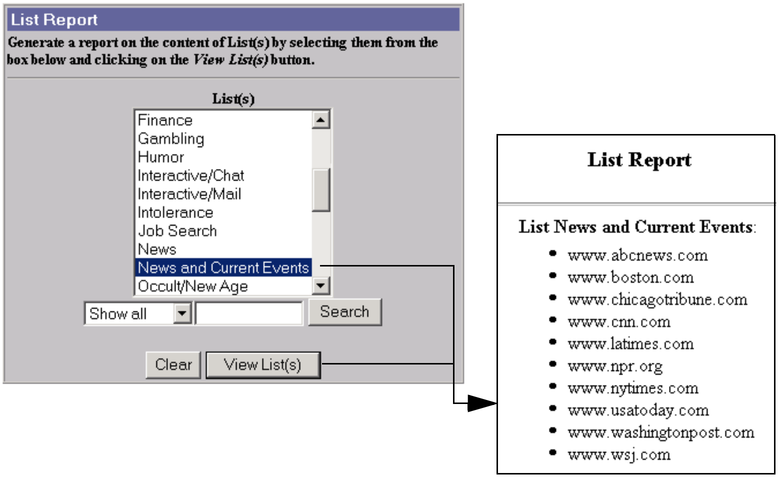
Generating a report for a list

The Report method for the List object lets you review the locally added URLs for a given list.

To generate a report for a list

1. On the main administration page, click the **Report** method for the List object.
2. In the List Report window, select the lists to be included in the report.
3. Click **View Lists.**

   The content filtering component displays all locally added URLs.



List Report

Generate a report on the content of List(s) by selecting them from the box below and clicking on the *View List(s)* button.

List Report

List News and Current Events:

- www.abcnews.com
- www.boston.com
- www.chicagotribune.com
- www.cnn.com
- www.latimes.com
- www.npr.org
- www.nytimes.com
- www.usatoday.com
- www.washingtonpost.com
- www.wsj.com

Chapter 16

Customizing dictionaries

This chapter includes the following topics:

- About dictionaries
- Modifying a dictionary
- Generating a report for a dictionary

About dictionaries

Each predefined content filtering list has an associated dictionary of trigger words that is populated by Symantec. A local version of each dictionary is available so that you can add words as necessary, based on your requirements. Words that are manually added to the local version of a dictionary override Symantec dictionary entries for the same words.

In addition, when you create a new list in the content filtering component, a corresponding dictionary of the same name is automatically created so that you can add words to be scored for that list. When you add words to a local dictionary, you must provide a point value for each word or phrase for use in DDR scoring.

The words in a dictionary are used by DDR in scoring only when the corresponding list is active (in the Allow [Filtering Enabled] or Deny state).

Modifying a dictionary

The Modify method for the Dictionary object lets you add words to or delete words from the local versions of dictionaries.

Adding words to dictionaries

Do not be overly aggressive in adding conditionally objectionable words to dictionaries. Adding words such as sex or bottom may cause many more pages to be blocked than you intend.

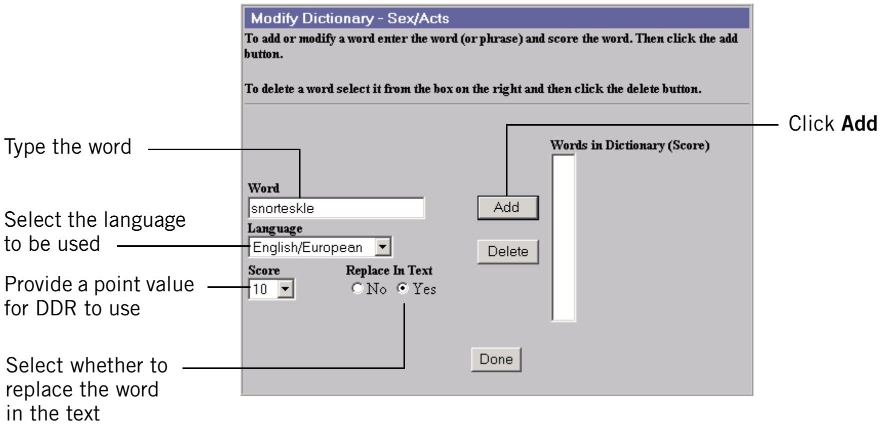
When assigning point values to words that you add to a dictionary, you can use negative scores for words to offset blocking. For example, if you find that DDR blocks a number of URLs that contain useful clinical discussions of circumcision, you can try adding the word surgeon with a negative score (or another word that appears on the pages in question) to the Sex Ed/Basic dictionary to offset the blocking of these sites. Once you alter a dictionary, you should experiment with site access to determine whether DDR is performing appropriately.

A word cannot be in more than one local dictionary. If you enter a word in one local dictionary and that word is already in another local dictionary, the content filtering component automatically removes the first entry. Use the Report method for the Dictionary object to determine whether a word is already contained in a local dictionary.

See “Dynamic Document Review (DDR)” on page 46.

To add a word or phrase to a dictionary

1. On the main administration page, click the **Modify** method for the Dictionary object.
2. Select the dictionary to modify.
3. Click **Next**.
4. In the Modify Dictionary window, in the Word box, type the word or phrase to be added.
5. On the Language menu, select the language to be used.
6. In the Score box, select a point value from the available range to use in DDR scoring.
7. Select whether to replace the word or phrase in the text.
8. Click **Add**.
9. When you finish adding words or phrases to the dictionary, click **Done**.



Modify Dictionary - Sex/Acts

To add or modify a word enter the word (or phrase) and score the word. Then click the add button.

To delete a word select it from the box on the right and then click the delete button.

Word: snorteskle

Language: English/European

Score: 10

Replace In Text: ○ No ● Yes

Type the word

Select the language to be used

Provide a point value for DDR to use

Select whether to replace the word in the text

Click **Add**

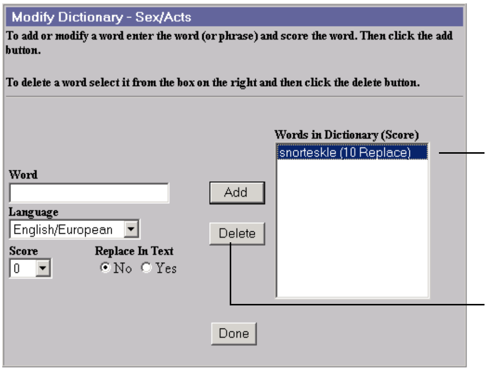
Deleting words from dictionaries

You can delete words that have been added to dictionaries. When a word is deleted, it is no longer used in scoring Web content.

If you need to change the score for a word in a dictionary, delete the word from the dictionary and add the word again with the new score.

To delete a word or phrase from a dictionary

1. On the main administration page, click the **Modify** method for the Dictionary object.
2. Select the dictionary to modify.
3. Click **Next.**
4. In the Modify Dictionary window, under Words in Dictionary (Score), select one or more words to delete.
5. Click **Delete.**
6. When you finish deleting words from the dictionary, click **Done.**



Modify Dictionary - Sex/Acts

To add or modify a word enter the word (or phrase) and score the word. Then click the add button.

To delete a word select it from the box on the right and then click the delete button.

Words in Dictionary (Score): snorteskle (10 Replace)

Word:

Language: English/European

Score: 0

Replace In Text: ● No ○ Yes

Select the words

Click **Delete**

Generating a report for a dictionary

The Report method for the Dictionary object lets you review locally added words and phrases and their scores in selected dictionaries.

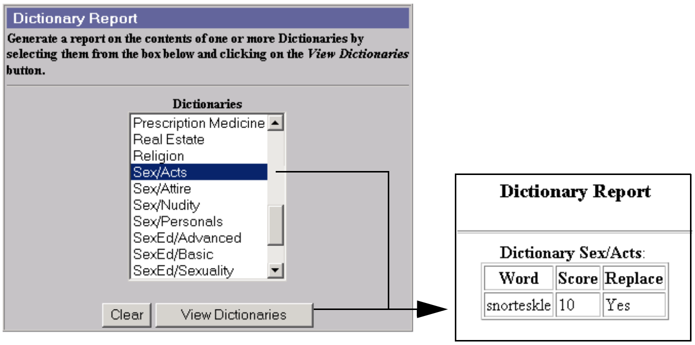
To view the contents of a dictionary

1. On the main administration page, click the **Report** method for the Dictionary object.

2. In the Dictionary Report window, under Dictionaries, select the dictionary that you want to view.

3. Click **View Dictionaries**.

   The locally added words and the associated scoring properties are displayed for the selected dictionary.



Dictionary Report

Generate a report on the contents of one or more Dictionaries by selecting them from the box below and clicking on the *View Dictionaries* button.

Dictionary Report

Dictionary Sex/Acts:

Word	Score	Replace
snorteskle	10	Yes

Section 5

Antivirus protection

Chapter 17

Antivirus protection

This chapter includes the following topics:

Configuring antivirus protection

Symantec Web Security antivirus protection is system wide. You cannot set different options for users, clients, or groups. Customizable settings include:

- Scanning Policy: How traffic is monitored for viruses and whom to alert if a virus is detected
- Configuration: What items are scanned under which protocols
- Container: How Symantec Web Security will handle container files
- Report: Which viruses were detected and how they were treated

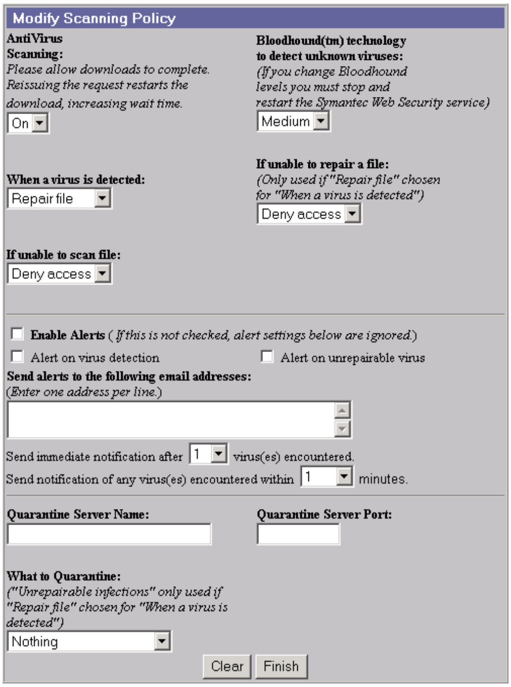
Setting scan policy

The actions that Symantec Web Security can perform are set on the Scanning Policy page.

To set the scan policy

1. On the main administration page, click **AntiVirus**.
2. Click **Scanning Policy**.
3. In the Modify Scanning Policy window, specify the Scanning Policy settings.
4. Click **Finish** to save the changes.

5 Click **Done** to return to the main administration page.



Modify Scanning Policy

AntiVirus Scanning:
Please allow downloads to complete. Reissuing the request restarts the download, increasing wait time.
On

Bloodhound(tm) technology to detect unknown viruses:
(If you change Bloodhound levels you must stop and restart the Symantec Web Security service)
Medium

When a virus is detected:
Repair file

If unable to repair a file:
(Only used if "Repair file" chosen for "When a virus is detected")
Deny access

If unable to scan file:
Deny access

☐ **Enable Alerts** (*If this is not checked, alert settings below are ignored.*)
☐ Alert on virus detection ☐ Alert on unrepairable virus

Send alerts to the following email addresses:
(Enter one address per line.)

Send immediate notification after 1 virus(es) encountered.
Send notification of any virus(es) encountered within 1 minutes.

Quarantine Server Name:

Quarantine Server Port:

What to Quarantine:
("Unrepairable infections" only used if "Repair file" chosen for "When a virus is detected")
Nothing

The following settings are configured on the Scan Policy page:

- Enable antivirus scanning.

  Click **On** to enable virus scanning. Click **Off** to disable.

- Detect new or unknown viruses with Bloodhound.

  To supplement detection of virus infections by virus signature, Symantec Web Security includes the Symantec-patented Bloodhound technology, which heuristically detects new or unknown viruses. New viruses discovered by this technology can be forwarded to the Quarantine Server to prevent them from spreading, then sent to Symantec Security Response for analysis. A new set of definitions that detects and removes the virus is returned to update the Symantec Web Security installation.

  By default, the initial setting is Medium. A higher setting, which increases resource demands, also may generate the occasional false positive detection. A lower setting may decrease the likelihood that certain new or unknown viruses will be detected. Usage is the only way to find the appropriate level for your network.

If you change the Bloodhound sensitivity level after installation, stop and restart Symantec Web Security service.

See "Stopping and starting Symantec Web Security service" on page 80.

- How to respond when a virus is detected.

  If a virus is detected, Symantec Web Security can repair the infected file to remove the virus automatically, deny access to block the transmission of the infected item, or continue delivery and log the event.

  If a virus is detected and Symantec Web Security is unable to repair the file with the current set of virus definitions, a secondary action can be specified: deny access to block the transmission of the infected item, or continue delivery and log the event.

- How to respond if Symantec Web Security is unable to scan a file.

  If a file cannot be scanned, Symantec Web Security can deny access to block the transmission of the infected item, or continue delivery and log the event.

- Alerts.

  When a virus is detected, Symantec Web Security can send an email alert to specified administrators or users.

  If enabled, administrative alerts are emailed to the specified list of recipients. Detailed information about the detected virus and the action taken are added to the alert automatically.

  The following events can be selected for alerts:

  - Virus detections: Viruses identified through scans
  - Unrepairable virus detections: Virus detected that cannot be eliminated with the current set of definitions

  To specify who receives administrative notifications, list the email addresses one per line.

- What to quarantine.

  Symantec Web Security can forward infected items to the separately installed Central Quarantine. The Central Quarantine must be installed on a Windows NT computer. Typically, heuristically detected viruses that cannot be eliminated by the current set of virus definitions are forwarded to the Quarantine and isolated so that they cannot spread.

  From the Central Quarantine, these items are submitted to Symantec Security Response for analysis. If a new virus is identified, updated virus definitions are returned. When the new virus definitions arrive, they can be tested in the Central Quarantine before being applied to Symantec Web Security.

  Incorrectly setting the quarantine settings will cause performance issues. To enable forwarding to the Quarantine, type the host name or IP address of the computer on which the Quarantine server is installed and the port on which it is configured to listen. Select which items to forward: Nothing, Unrepairable infections, or All infections. There is no notification if the Quarantine server does not exist at the specified IP address and port.

Enter a host name for the Central Quarantine rather than an IP address, and verify both the host name and port number for the Central Quarantine before registering the Quarantine server with Symantec Web Security. Symantec Web Security verifies the host name but does not verify the IP address. If an incorrect IP address is used, no error message is returned. The Central Quarantine does not acknowledge receipt of files on the designated port. When a virus is forwarded to the Central Quarantine, the file is assumed to have been received, and Symantec Web Security reports reflect this assumption.

Specifying what to scan

Symantec Web Security will scan files transferred using the following protocols:

- HTTP
- FTP

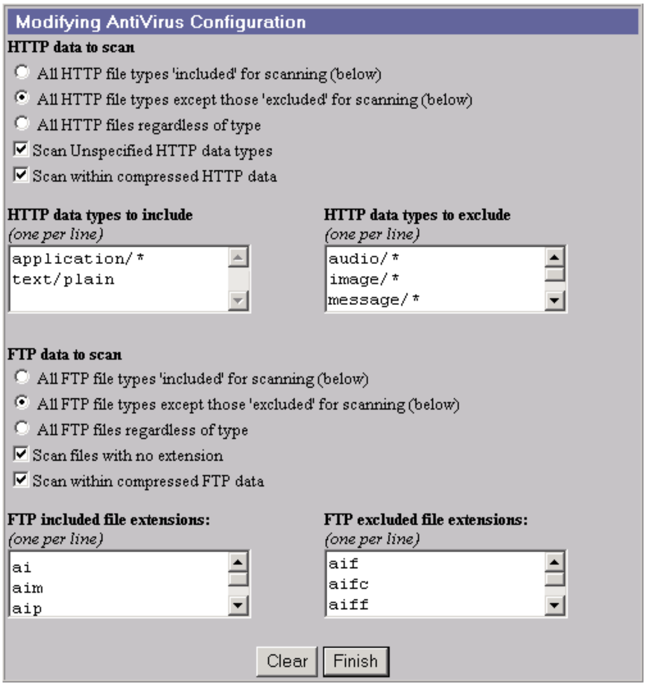
For each protocol, you can specify all data types, only those commonly at risk of infection, or all data types except those not likely to be infected. To balance processing efficiency with resource demand, the default for each protocol is to scan everything except items not likely to be infected. For maximum security, you can have Symantec Web Security scan all traffic, regardless of data type. However, performance can be adversely impacted when all traffic is scanned by Symantec Web Security, depending on the traffic volume on your network and processor speed of the computer on which Symantec Web Security is installed.

Note: Only incoming traffic is scanned for viruses.

To specify what to scan

1. On the main administration page, click **AntiVirus**.
2. Click **Configuration**.
3. In the Modifying AntiVirus Configuration window, specify what to scan.
4. Click **Finish** to save the changes.

5 Click **Done** to return to the main administration page.



Modifying AntiVirus Configuration

HTTP data to scan

○ All HTTP file types 'included' for scanning (below)
● All HTTP file types except those 'excluded' for scanning (below)
○ All HTTP files regardless of type
☑ Scan Unspecified HTTP data types
☑ Scan within compressed HTTP data

HTTP data types to include
(one per line)

```
application/*
text/plain
```

HTTP data types to exclude
(one per line)

```
audio/*
image/*
message/*
```

FTP data to scan

○ All FTP file types 'included' for scanning (below)
● All FTP file types except those 'excluded' for scanning (below)
○ All FTP files regardless of type
☑ Scan files with no extension
☑ Scan within compressed FTP data

FTP included file extensions:
(one per line)

```
ai
aim
aip
```

FTP excluded file extensions:
(one per line)

```
aif
aifc
aiff
```

For HTTP traffic, transactions are identified by content type. Typically, only the application content type can be infected.

For FTP traffic, files to scan are identified by file extension. The default excluded file extensions list contains file types not at risk of infection (for example, .gif, .jpeg, or .jpg). The default included file extensions list specifies only those file types that are commonly at risk of infection. Extensions are not case sensitive. Entering EXE includes .exe and .Exe.

Symantec Web Security also scans files within container files, such as .zip files. If the included file extensions list contains .zip and .exe but not .cmd, and a container file, test.zip, contains test.exe and test.cmd, only test.exe is scanned.

Note: The decomposer used in Symantec Web Security, which enables scanning of nested files in container file formats, currently does not process .cab files when Symantec Web Security is running on a Solaris computer. This is caused by an incompatibility issue between Solaris and Microsoft files.

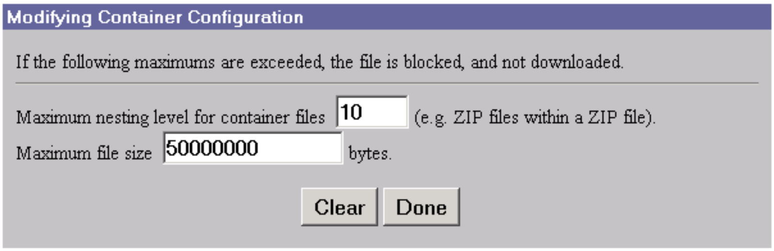
Note: Because nonbrowser FTP clients (either command-line utilities or graphical utilities such as WS_FTP or CuteFTP) establish FTP sessions directly with FTP hosts, such FTP traffic is not scanned. Administrators should block this traffic at the firewall.

Configuring container file limits

You can configure Symantec Web Security to protect against denial-of-service attacks that are associated with files that contain multiple compressed formats and with overly large container files that take a long time to decompose.

To configure container file limits

1 On the main administration page, click **Container** for the AntiVirus object.



Modifying Container Configuration

If the following maximums are exceeded, the file is blocked, and not downloaded.

Maximum nesting level for container files 10 (e.g. ZIP files within a ZIP file).

Maximum file size 50000000 bytes.

2 In the Modifying Container Configuration window, do the following:

- In the Maximum nesting level for container files box, type the maximum number of levels that a container file can have and still be processed by Symantec Web Security.

  If a file is received that has more than the maximum number of levels specified, the entire container file is blocked.

- In the Maximum file size box, type the maximum size (in bytes) of files to be processed by Symantec Web Security.

  Both noncontainer files (individual files without embedded files) and container files (files with embedded files) are processed according to the maximum file size designated. If the size of a noncontainer file exceeds the maximum file size designated, the file is blocked. If the size of any file within a container file exceeds the maximum file size designated, the entire container file is blocked.

  Symantec Web Security does not calculate the file sizes of each file within a container and check that sum against the specified limit.

3 Click **Done**.

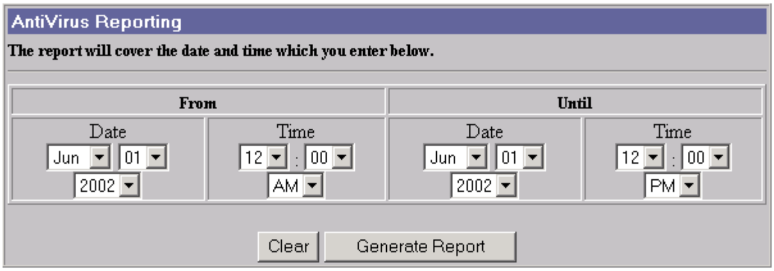
Note: You must restart the Symantec Web Security service in order for changes to take effect.

Generating reports

The antivirus activity report lists totals for virus infections found for which access was allowed, allowed following repair, or denied; totals for virus infections quarantined; as well as the specific viruses detected. For each virus detected, the report lists the virus name, the number of times the virus was found, and when the virus was last found.

To generate an antivirus report

1. On the main administration page, click **AntiVirus**.
2. Click **Report**.
3. In the AntiVirus Report window, select the date and time range for the report.
4. Click **Generate Report**.



AntiVirus Reporting

The report will cover the date and time which you enter below.

From		Until	
Date	Time	Date	Time
Jun 01 2002	12 : 00 AM	Jun 01 2002	12 : 00 PM

Keeping protection current through LiveUpdate

Symantec Web Security relies on up-to-date information to detect and eliminate viruses. Symantec supplies updated virus definitions, which contain the necessary information about all newly discovered viruses, to make sure your protection is current. Updated files are provided at least once per week and whenever a new virus threat is discovered.

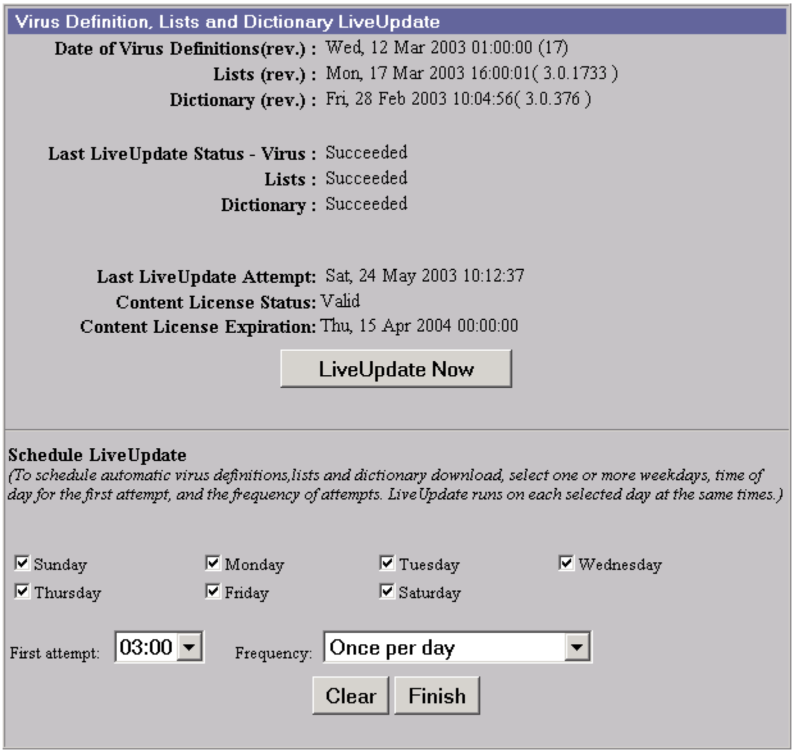
Using LiveUpdate, Symantec Web Security connects to a special Symantec site and determines if your virus definitions need updating. If so, it downloads the proper files and installs them in the proper location. LiveUpdate is scheduled by default to run automatically at 3:00 AM every Sunday. You can schedule the update to run more often by selecting multiple days or a different time.

In addition to keeping virus protection current, Symantec Web Security 3.0 also updates list and dictionary entries when LiveUpdate is invoked. (In previous versions, List/Dictionary Download was configured by going to System > Modify > List/Dictionary Download, and updated only virus definitions.) In version 3.0, you continue to schedule the day(s) that LiveUpdate run and the time it runs each day, but you now can have it run from once per hour to once every twenty-four hours. You can also update virus definitions manually at any time.

See "To update virus definitions and list and dictionary downloads manually" on page 286.

To schedule automatic LiveUpdate

1 On the main administration page, click the **LiveUpdate** method for the LiveUpdate object.



Virus Definition, Lists and Dictionary LiveUpdate

Date of Virus Definitions(rev.) : Wed, 12 Mar 2003 01:00:00 (17)
Lists (rev.) : Mon, 17 Mar 2003 16:00:01(3.0.1733)
Dictionary (rev.) : Fri, 28 Feb 2003 10:04:56(3.0.376)

Last LiveUpdate Status - Virus : Succeeded
Lists : Succeeded
Dictionary : Succeeded

Last LiveUpdate Attempt: Sat, 24 May 2003 10:12:37
Content License Status: Valid
Content License Expiration: Thu, 15 Apr 2004 00:00:00

Schedule LiveUpdate
(To schedule automatic virus definitions,lists and dictionary download, select one or more weekdays, time of day for the first attempt, and the frequency of attempts. LiveUpdate runs on each selected day at the same times.)

☑ Sunday ☑ Monday ☑ Tuesday ☑ Wednesday
☑ Thursday ☑ Friday ☑ Saturday

First attempt: 03:00 Frequency: Once per day

2 In the Virus Definitions, Lists and Dictionary LiveUpdate window, in the bottom pane, select one or more days on which you want LiveUpdate to run.

3 Select the time of the first attempt and the frequency of attempts.

LiveUpdate runs on each selected day at the same time. For example, selecting Tuesday and Thursday, 06:00 AM, Once every four hours, causes LiveUpdate to run only on Tuesdays and Thursdays at 6:00 AM, 2:00 PM, 6:00 PM, and 10:00 PM. Since LiveUpdate considers midnight the end of the day, it would be invoked for the last time at 10:00 PM and would not be invoked again until 6:00 AM, which is designated as the first attempt.

4 Click **Finish**.

To update virus definitions and list and dictionary downloads manually

1 On the main administration page, click the **LiveUpdate** method for the LiveUpdate object.

2 In the Virus Definition, Lists and Dictionary LiveUpdate window, at the bottom of the upper pane, click **LiveUpdate Now**.

Note: Do not resubmit a LiveUpdate request. It may take a few minutes to contact a LiveUpdate server to determine if new updates are available.

If you have scheduled LiveUpdate to run automatically on multiple days, the browser may not display all selected days. Only the last day scheduled displays; however, LiveUpdate will run on all the scheduled days.

Running a LiveUpdate report

You can run a LiveUpdate report to see information on the following:

- List/Dictionary download results
- Virus definition updates
- LiveUpdate results

To run a LiveUpdate report

1 On the main administration page, click the **Report** method for the LiveUpdate object.

2 In the Report window, in the From and Until menus, select the date and time range for report.

3 Check actions to include in report.

4 Select output format.

5 Click **Generate Report**.

Setting up your own LiveUpdate server

Using the LiveUpdate Administration Utility on the Symantec Web Security CD, you can set up an intranet HTTP, FTP, or LAN server, or a directory on a standard file server to handle LiveUpdate operations for your network.

For more information, see the *LiveUpdate Administrator's Guide* on the Symantec Web Security CD.

If you set up your own LiveUpdate server, you will need to edit the LiveUpdate configuration for Symantec Web Security to point to the local LiveUpdate server. Contact Symantec Service and Support for more information.

Appendix A

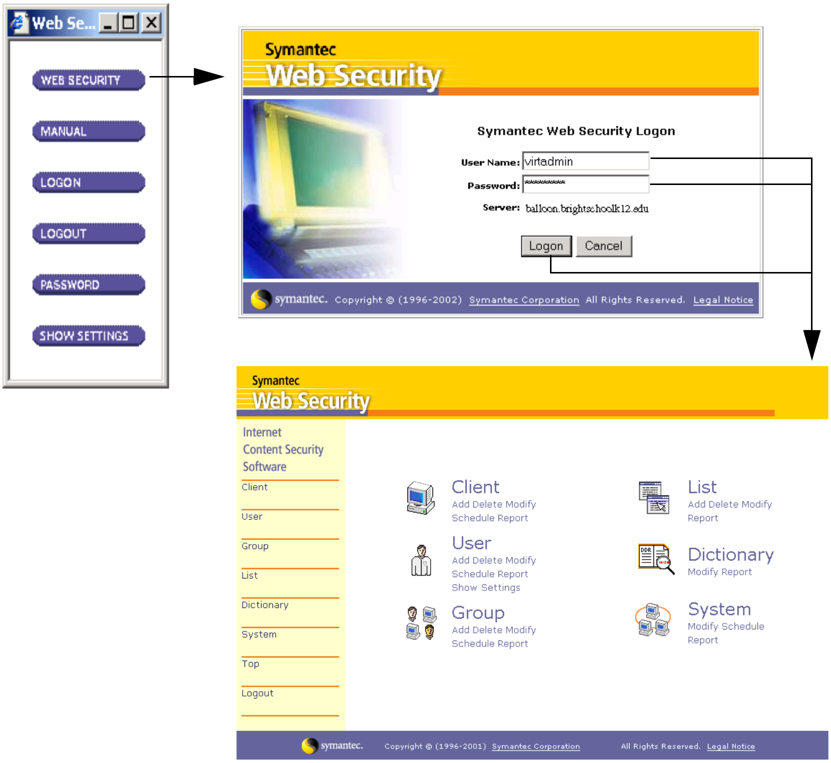
Using the content filtering component: examples

This section provides sample scenarios to help you maximize the content filtering component's effectiveness. Although these scenarios involve specific settings, for example, library, school, or corporate environments, the information contained in the scenarios can be more generally applied.

Initial setup (configuring the content filtering component)

Brightschool purchased the content filtering component. Amy is Brightschool's computer expert. Her task is to configure the content filtering component specifically for the school. She installed Symantec Web Security on the school's server and followed the instructions in the *Symantec Web Security Implementation Guide*. Amy accepted the default port number (8002), licensed the product, and set the system defaults for basic filtering. Brightschool is not using transparent proxying, so she configured the Web browser of each client computer to proxy through the server running Symantec Web Security.

Brightschool’s server is named balloon. Amy accesses the main administration page by visiting http://balloon.brightschoolk12.edu:8002/admin. The software forces her to log on before she can access the administration page.



Symantec Web Security Logon

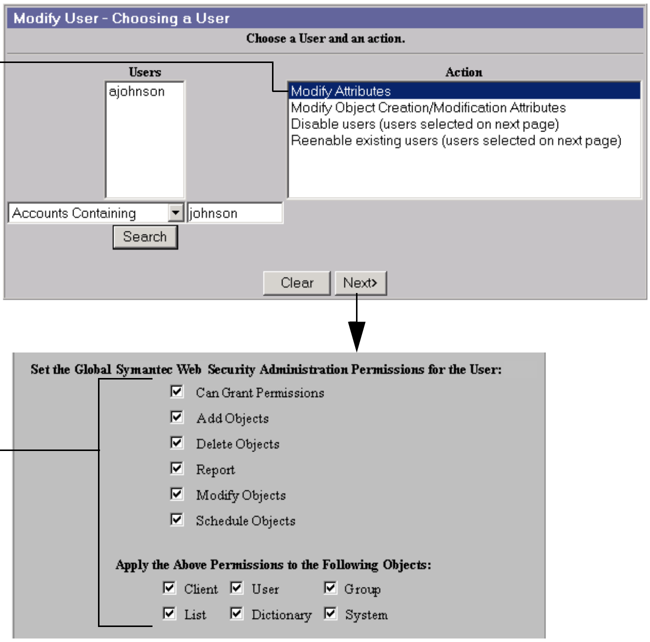
User Name: virtadmin

Password: *********

Server: balloon.brightschoolk12.edu

She logs on as virtadmin using the password that she entered during installation.

Amy first wants to grant global administrative permissions to her own account. She clicks the Modify method for the User object on the main administration page.



Modify User - Choosing a User

Choose a User and an action.

Users: ajohnson

Action:
- Modify Attributes (selected)
- Modify Object Creation/Modification Attributes
- Disable users (users selected on next page)
- Reenable existing users (users selected on next page)

Accounts Containing: johnson

Set the Global Symantec Web Security Administration Permissions for the User:

☑ Can Grant Permissions
☑ Add Objects
☑ Delete Objects
☑ Report
☑ Modify Objects
☑ Schedule Objects

Apply the Above Permissions to the Following Objects:

☑ Client ☑ User ☑ Group
☑ List ☑ Dictionary ☑ System

Amy selects her own account, clicks Modify Attributes, and clicks Next

Amy grants all global administrative permissions to her account by checking each check box

She selects her own account from the list of users, clicks Modify Attributes, and clicks Next. By checking all of the check boxes shown on the next screen, Amy grants all global administrative permissions to her account. She clicks Finish to save her changes.

Now Amy can use her own account to administer Symantec Web Security, but she decides to continue configuring the software using the virtadmin account.

Amy next wants to customize the overall system settings. On the main administration page, she clicks the Modify method for the System object. She clicks Other Settings, and clicks Next.

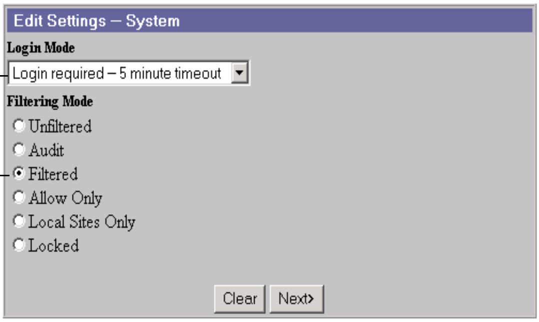
Amy makes the following changes:

- The server has plenty of disk space, so Amy sets the system to remove log files automatically after one year. The log files are required in order for the reporting functions to work correctly, and Brightschool's policy does not require reporting on Internet accesses more than one year in the past.

- The school's policies require comprehensive reporting on Internet usage, so Amy specifies that browsing activity logs should include text pages visited and violations.
- Amy sets the default URL to the school's home page. This URL displays when no other URL has been requested.
- All client computers on the network support automatic refresh after logon, so Amy sets the redirect timeout to 1 second so that the Logon Complete page appears only briefly after a successful logon.
- Because some computers will need to be locked to prevent any user from browsing the Internet, Amy wants Client object permissions to have priority over User object permissions. She makes sure that the Client object has priority.
- Amy does not want students to be able to log on from more than one computer at a time. To prevent an individual from logging on multiple times, Amy sets this setting to No.
- Amy may need to grant unfiltered access at certain times, so she sets the system default setting to Yes.

Amy leaves the other settings on this screen alone because the default settings for these options are acceptable. After making the necessary changes, she clicks Finish to save the changes and clicks Done to return to the main administration page.

Amy next wants to verify the default filtering properties for her system, which she specified during installation in accordance with the instructions in the *Symantec Web Security Implementation Guide*. To check the system default settings, Amy returns to the main administration page, and clicks the Schedule method for the System object. From the next screen, she clicks Set Defaults, and clicks Next.


Edit Settings – System

Login Mode

Login required – 5 minute timeout

Filtering Mode

○ Unfiltered
○ Audit
● Filtered
○ Allow Only
○ Local Sites Only
○ Locked

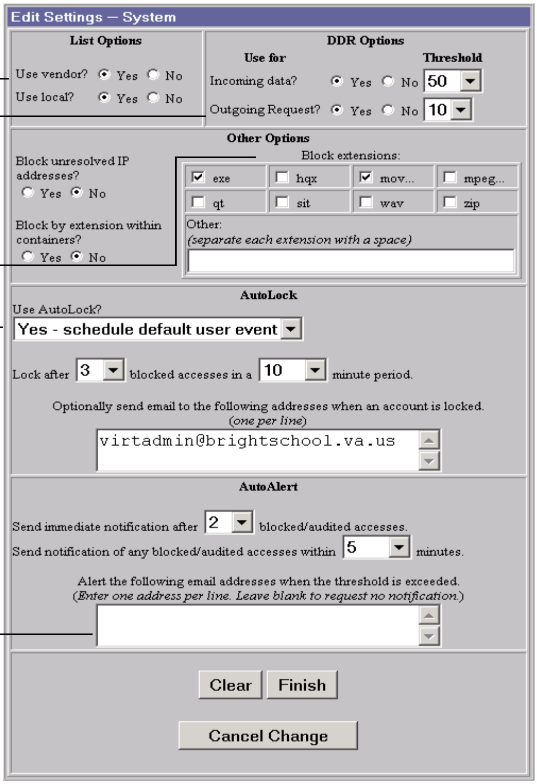
Amy checks each setting on this page to make sure filtering has been established

School policy requires users to log on before accessing the Internet so that reports can be generated per user if necessary. Amy sees that Login required--5 minute timeout is selected. The school also wants filtering to be turned on by default. Amy sees that Filtered is the default filtering setting. She clicks Next to check the settings on the next page.

The next screen shows the state of all predefined Content Category Lists. Amy checks to make sure that each list has been placed in the appropriate List state. That is, those lists for which access is denied are in the Deny state, those for which access is allowed are in the appropriate Allow state, and those for which filtering is not to occur have been left in the Off state.

Brightschool has very strict rules regarding the types of material that may be accessed over the Internet. To comply with those requirements, Amy makes sure that all predefined Content Category Lists have been moved to the Deny state (except the predefined list entitled allow, which she leaves in the Allow [Filtering Enabled] state, the default state for this list). After making sure that the predefined Content Category Lists are in the appropriate states, Amy clicks Next.

The school only has a 56Kbps modem connection to the Internet. Amy does not want to allow movies to be downloaded because movies tend to be large files and may tie up the modem connection. She checks to make sure that the check boxes for .mov and .mpeg are selected under Block Extensions. She also makes sure that the check boxes for .zip and .exe files have been selected to prevent download of PC executable files. She also ensures that AutoLock is enabled. She makes sure that the method for AutoLocking a user's account is a scheduled default event for the individual user. She also makes sure that AutoAlert is not active (she leaves the email address box blank). Amy can activate AutoAlert later if necessary.



Edit Settings — System

List Options

Use vendor? ● Yes ○ No
Use local? ● Yes ○ No

DDR Options

Use for		Threshold
Incoming data?	● Yes ○ No	50
Outgoing Request?	● Yes ○ No	10

Other Options

Block unresolved IP addresses? ○ Yes ● No

Block by extension within containers? ○ Yes ● No

Block extensions:

☑ exe	□ hqx	☑ mov...	□ mpeg...
□ qt	□ sit	□ wav	□ zip

Other:
(separate each extension with a space)

AutoLock

Use AutoLock?
Yes - schedule default user event

Lock after 3 blocked accesses in a 10 minute period.

Optionally send email to the following addresses when an account is locked.
(one per line)

virtadmin@brightschool.va.us

AutoAlert

Send immediate notification after 2 blocked/audited accesses.
Send notification of any blocked/audited accesses within 5 minutes.

Alert the following email addresses when the threshold is exceeded.
(Enter one address per line. Leave blank to request no notification.)

Amy makes sure that vendor and local lists are enabled and that DDR is activated for both incoming data and outgoing requests

Amy makes sure that any extensions she wants blocked have been checked

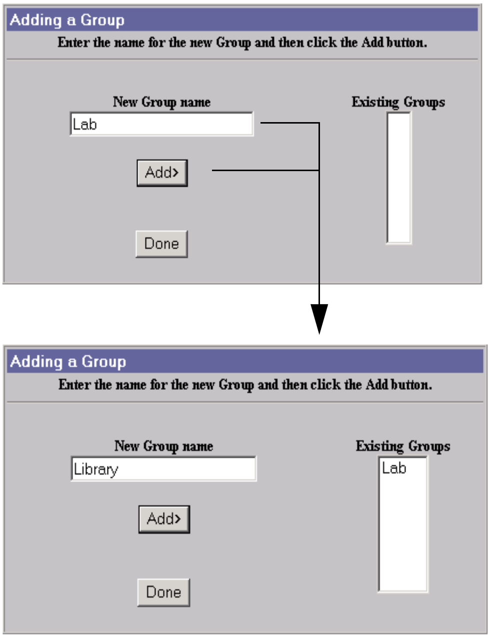
She also makes sure that AutoLock is enabled and that her email address has been entered for AutoLock notification

Amy makes sure that AutoAlert is not activated for now

Now that Amy is assured that basic filtering is established and that the System default settings are correct, she clicks Finish and then clicks Done to return to the main administration page.

Next, Amy wants to group related clients together and related users together into groups so that she can easily schedule different filtering permissions for these users or clients.

First she creates empty groups. She clicks the Add method for the Group object on the main administration page. She creates the following groups for the client computers: Lab, Library, Room 102, and Room 202. She creates each new group by entering the name of the new group and clicking Add. When she finishes creating new groups, she clicks Done.


Adding a Group

Enter the name for the new Group and then click the Add button.

New Group name: Lab

Existing Groups:

Adding a Group

Enter the name for the new Group and then click the Add button.

New Group name: Library

Existing Groups: Lab

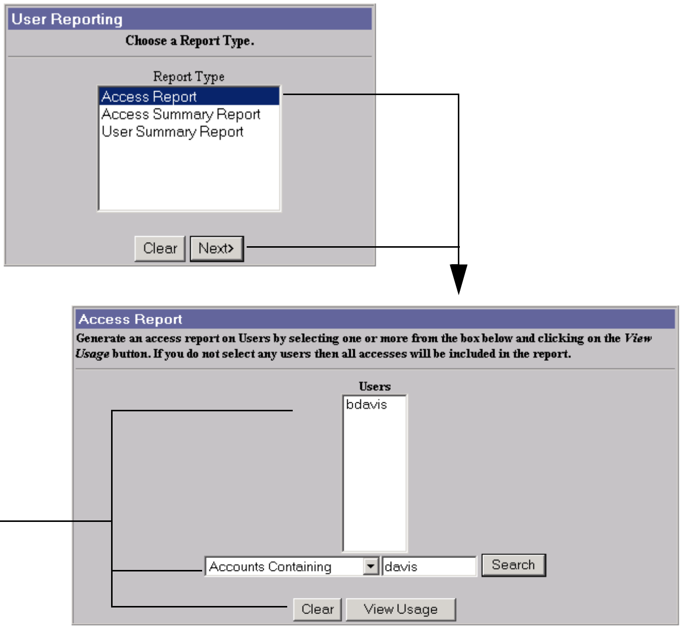
Amy proceeds to modify the memberships of each group to include the appropriate Client objects. She clicks the Modify method for the Group object. She selects the group that she wants to modify, clicks Modify Membership, and clicks Next. Amy selects the Client objects to populate that group. When she finishes selecting the clients, she clicks Add Users or Clients.

Amy repeats these steps for each new client group.

After she has populated all of the client groups with the appropriate Client objects, Amy repeats the steps for creating and modifying groups for users. When she has completed creating and populating user groups, Amy decides that she is finished customizing the content filtering configuration.

Automated policy enforcement (using AutoLock)

Amy (the school's computer expert) receives an email message from Symantec Web Security informing her that Brian's (a student at Brightschool) account is locked. Amy accesses the Symantec Web Security administration screen, and clicks the Report method for the User object. She clicks Access Report, and clicks Next. She selects Brian's account, and clicks View Usage.



User Reporting

Choose a Report Type.

Report Type

- Access Report
- Access Summary Report
- User Summary Report

Access Report

Generate an access report on Users by selecting one or more from the box below and clicking on the *View Usage* button. If you do not select any users then all accesses will be included in the report.

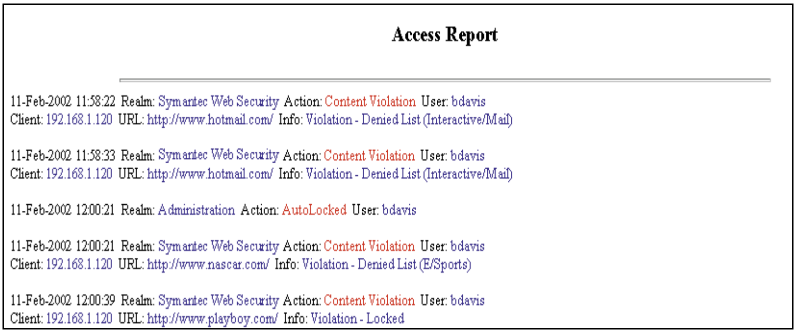
Users

bdavis

Accounts Containing: davis

Amy selects Brian's account by using the search capability and clicking View Usage

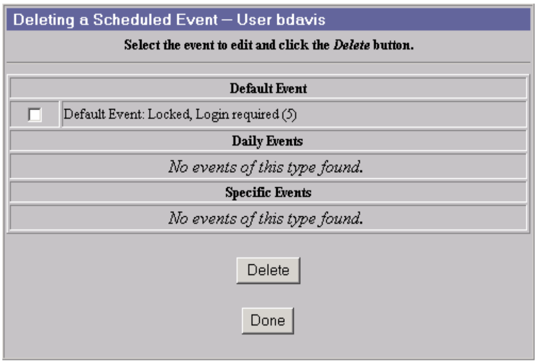
Next, Amy needs to select a time range for the report. She enters a range that covers the previous week. Under Actions, she checks the check boxes for Content Violations and AutoLocked because those actions are all that she needs to see right now. She clicks Generate Report. As Amy suspected, Brian has tried to visit several sites that the school has determined to be inappropriate. A recent administrative entry shows that Brian's account was AutoLocked, which means that Brian's default filtering settings have been set to Locked automatically.



Access Report

```
11-Feb-2002 11:58:22 Realm: Symantec Web Security Action: Content Violation User: bdavis
Client: 192.168.1.120 URL: http://www.hotmail.com/ Info: Violation - Denied List (Interactive/Mail)

11-Feb-2002 11:58:33 Realm: Symantec Web Security Action: Content Violation User: bdavis
Client: 192.168.1.120 URL: http://www.hotmail.com/ Info: Violation - Denied List (Interactive/Mail)

11-Feb-2002 12:00:21 Realm: Administration Action: AutoLocked User: bdavis

11-Feb-2002 12:00:21 Realm: Symantec Web Security Action: Content Violation User: bdavis
Client: 192.168.1.120 URL: http://www.nascar.com/ Info: Violation - Denied List (E/Sports)

11-Feb-2002 12:00:39 Realm: Symantec Web Security Action: Content Violation User: bdavis
Client: 192.168.1.120 URL: http://www.playboy.com/ Info: Violation - Locked
```

Amy can unlock Brian's account by clicking the Schedule method for the User object, selecting Brian's account and clicking Delete an Existing Event. All events scheduled for Brian (including his default setting, which is Locked) are displayed. Amy can delete the default setting or, if specific default settings have been established for Brian, Amy can select Set Defaults and change the filtering mode from Locked back to the appropriate filtering mode for Brian.



Deleting a Scheduled Event – User bdavis

Select the event to edit and click the *Delete* button.

Default Event	
□	Default Event: Locked, Login required (5)
Daily Events	
No events of this type found.	
Specific Events	
No events of this type found.	

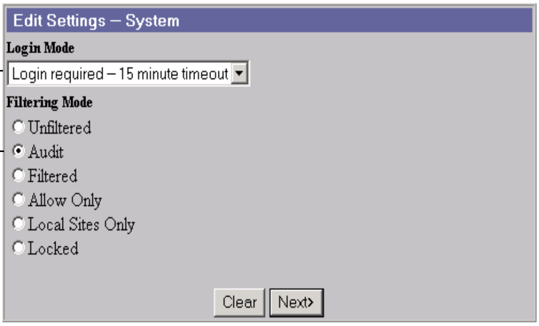
School policy dictates that Brian must have a letter signed by his parents before his Internet access can be restored, so Amy leaves his default settings alone for now.

Monitoring Internet access (using Audit Mode and AutoAlert)

Carolyn is the manager and owner of a small but growing company. Her business depends on employees being able to use the Internet regularly. She doesn't want to restrict her employees' access to the Internet. She feels that providing unrestricted access to the Internet as a resource is an important benefit to her employees and establishes a level of trust between herself and her staff.

She has concerns that one or two individuals may be abusing this privilege during work hours. She decides to run the content filtering component in Audit Mode for a while to see whether her suspicions are correct. In Audit Mode, employees have unrestricted access, and Carolyn, with the content filtering component's AutoAlert feature, is notified when violations of her Internet use policy have occurred. By using access reporting, she can see exactly where these violations occurred.

Carolyn first schedules the system defaults to Audit Mode and activates AutoAlert. Because Carolyn has just purchased the content filtering component, setting the System defaults to Audit Mode is all she needs to do. If her company had been using the software for a while, Carolyn would need to make sure that no other events override the system defaults. To set the system defaults, she selects the Schedule method for the System object. She clicks Set Defaults, and clicks Next. She selects the Login mode to automatically log off after 15 minutes of inactivity, and selects Audit as the filtering mode. She clicks Next.



Edit Settings – System

Login Mode

Login required – 15 minute timeout

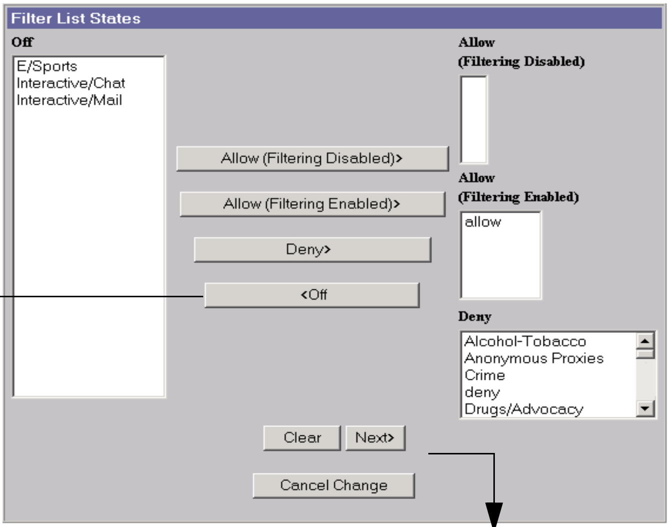
Filtering Mode

○ Unfiltered
● Audit
○ Filtered
○ Allow Only
○ Local Sites Only
○ Locked

She sets the Login mode to automatically log off after 15 minutes of inactivity

She sets the Filtering Mode to Audit

Carolyn selects the Content Category Lists that contain material she would consider objectionable during work hours and moves them into the Deny state. She leaves several Content Category Lists in the Off state because she does not want to filter the type of content contained in those lists. After she places the Content Category Lists in the appropriate states, she clicks Next.



Filter List States

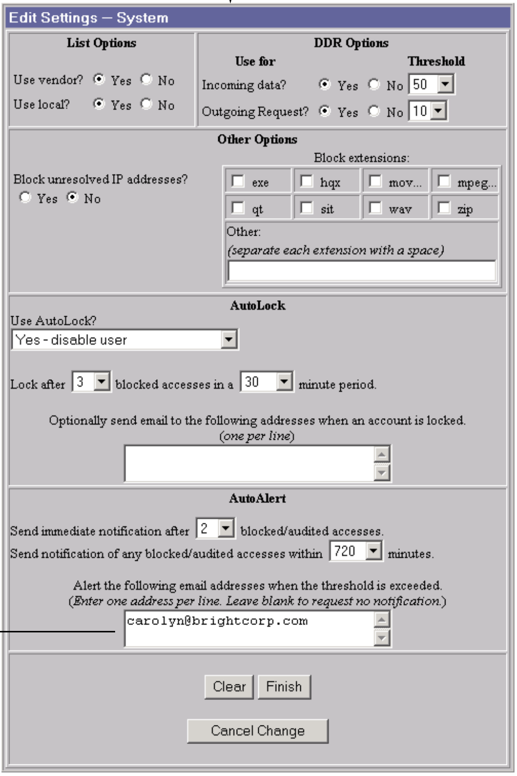
Off
E/Sports
Interactive/Chat
Interactive/Mail

Allow (Filtering Disabled)

Allow (Filtering Enabled)
allow

Deny
Alcohol-Tobacco
Anonymous Proxies
Crime
deny
Drugs/Advocacy

Carolyn puts the Category Lists into the appropriate states



Edit Settings — System

List Options
Use vendor? ● Yes ○ No
Use local? ● Yes ○ No

DDR Options

Use for		Threshold
Incoming data?	● Yes ○ No	50
Outgoing Request?	● Yes ○ No	10

Other Options
Block unresolved IP addresses?
○ Yes ● No

Block extensions:
□ exe □ hqx □ mov... □ mpeg...
□ qt □ sit □ wav □ zip
Other:
(separate each extension with a space)

AutoLock
Use AutoLock?
Yes - disable user

Lock after 3 blocked accesses in a 30 minute period.

Optionally send email to the following addresses when an account is locked.
(one per line)

AutoAlert
Send immediate notification after 2 blocked/audited accesses.
Send notification of any blocked/audited accesses within 720 minutes.

Alert the following email addresses when the threshold is exceeded.
(Enter one address per line. Leave blank to request no notification.)
carolyn@brightcorp.com

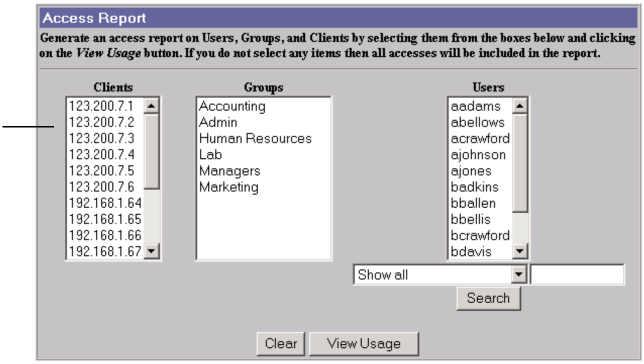
She leaves the default settings alone on the top part of this page

She sets AutoAlert to email her automatically after audited accesses have occurred

She leaves the filtering settings on the next page alone. She is confident that the default settings are adequate for what she wants to know. She types her own email address for AutoAlert notification, so that the content filtering component notifies her of any access violations that occur. She also sets the other parameters for AutoAlert.

Carolyn sets the content filtering component's activity logging to log violations only. She does not want to pry unnecessarily into how her employees use the Internet; she only wants to know when a content violation based on her acceptable-use policy has occurred. She clicks the Modify method for the System object. She clicks Other Settings, and clicks Next. She sets browsing activity logging to Only Log Violations, clicks Finish, and then clicks Done to return to the main administration page.

Carolyn has finished setting up Audit Mode. Now she has to wait to see if she receives any email indicating that content violations occurred. Over the next two weeks, she receives several email messages from Symantec Web Security indicating that two different employees violated the acceptable-use policy. Carolyn has a few minutes and decides to run an Access Report to get a full report. She clicks the Report method for the System object. She clicks Access Report, and clicks Next. She can select certain users, clients, or groups on which to report. However, because she wants to view only the audit violations that have occurred, she doesn't need to narrow the scope of the report. She clicks View Usage.

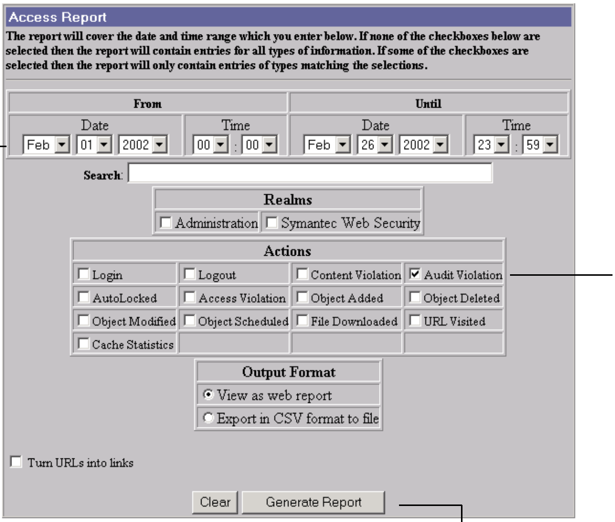


Access Report

Generate an access report on Users, Groups, and Clients by selecting them from the boxes below and clicking on the *View Usage* button. If you do not select any items then all accesses will be included in the report.

Carolyn wants to see only the audit violations that have occurred, so she doesn't narrow the scope of the report

From the next screen, she selects the dates and times that she wants to cover in the report. She enters a range that covers the previous two weeks. For this report, Carolyn is only interested in the Audit Violations that occurred, so she checks only that check box under Actions. She then clicks Generate Report.



Access Report

The report will cover the date and time range which you enter below. If none of the checkboxes below are selected then the report will contain entries for all types of information. If some of the checkboxes are selected then the report will only contain entries of types matching the selections.

From		**Until**	
Date	Time	Date	Time
Feb ▾ 01 ▾ 2002 ▾	00 ▾ : 00 ▾	Feb ▾ 26 ▾ 2002 ▾	23 ▾ : 59 ▾

Search:

Realms	
□ Administration	□ Symantec Web Security

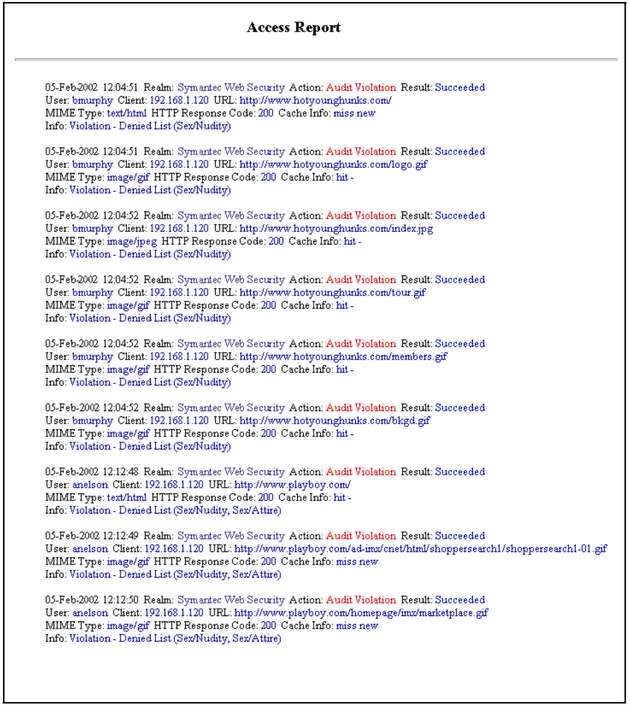
Actions			
□ Login	□ Logout	□ Content Violation	☑ Audit Violation
□ AutoLocked	□ Access Violation	□ Object Added	□ Object Deleted
□ Object Modified	□ Object Scheduled	□ File Downloaded	□ URL Visited
□ Cache Statistics			

Output Format
● View as web report
○ Export in CSV format to file

□ Turn URLs into links

She selects the dates and times to be covered by the report

She selects the appropriate action on which to report (in this case, only Audit Violation)



Access Report

```
05-Feb-2002 12:04:51 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/
MIME Type: text/html HTTP Response Code: 200 Cache Info: miss new
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:04:51 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/logo.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:04:52 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/index.jpg
MIME Type: image/jpeg HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:04:52 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/tour.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:04:52 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/members.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:04:52 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: bmurphy Client: 192.168.1.120 URL: http://www.hotyounghunks.com/bkgd.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity)

05-Feb-2002 12:12:48 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: anelson Client: 192.168.1.120 URL: http://www.playboy.com/
MIME Type: text/html HTTP Response Code: 200 Cache Info: hit -
Info: Violation - Denied List (Sex/Nudity, Sex/Attire)

05-Feb-2002 12:12:49 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: anelson Client: 192.168.1.120 URL: http://www.playboy.com/ad-imx/cnet/html/shoppersearch1/shoppersearch1-01.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: miss new
Info: Violation - Denied List (Sex/Nudity, Sex/Attire)

05-Feb-2002 12:12:50 Realm: Symantec Web Security Action: Audit Violation Result: Succeeded
User: anelson Client: 192.168.1.120 URL: http://www.playboy.com/homepage/imx/marketplace.gif
MIME Type: image/gif HTTP Response Code: 200 Cache Info: miss new
Info: Violation - Denied List (Sex/Nudity, Sex/Attire)
```

Carolyn’s Access report shows all audit violations that occurred in the previous two-week period. The violations were committed by the two employees reported by AutoAlert: A. Nelson and B. Murphy. The report shows Carolyn, for each Audit violation, the user who requested the Internet access, the client workstation used, the date and time of the request, the URL that was visited, and the reason that the content filtering component would have denied access to the site had filtering actually been activated. With this documented evidence of policy violations by employees Nelson and Murphy, Carolyn is able to take appropriate measures.

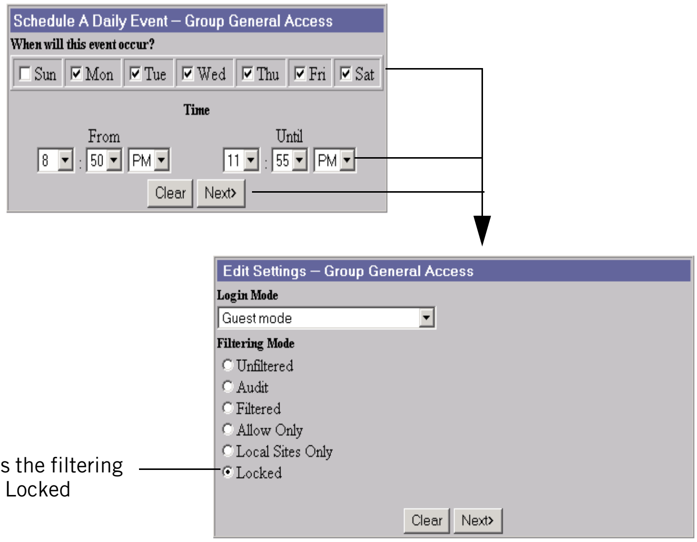
Controlling access (scheduling daily events)

The Dane County Public Library has selected the content filtering component to meet its access control needs. The library uses the content filtering component’s scheduling capabilities to provide an appropriate level of filtering in the children’s areas and less restricted Internet access in other parts of the library. The library can avoid the problem of broad, unconstitutional restriction of Internet materials yet protect children from potentially harmful materials on the Internet.

The main branch of the library closes at 9 PM Monday through Saturday. However, patrons have a tendency to linger, browsing the Internet well past closing time. Library employees have a difficult time closing the library and leaving on time. Dave, the system administrator for the library’s computer network, decides to correct this problem by locking the library computers just prior to closing time. The library’s computers are grouped into four Groups according to where they are located in the library: News Room, Young Readers, General Access, and Catalog Reference. Dave decides that he needs to lock the computers in all areas of the library except the Catalog Reference area, because those computers are beside the front desk. Dave clicks the Schedule method for the Group object. He selects General Access Group, clicks Schedule a Daily Event, and clicks Next.

Dave selects Monday through Saturday and sets the time range from 8:50 PM to 11:55 PM. On the next page he does not change the Login mode (he leaves that setting on Guest Mode) and sets the filtering mode to Locked. He then clicks Next. The software confirms that the changes have been made.

Dave then schedules identical daily events for the computers in the Young Readers and News Room Groups. Now, Monday through Saturday at 8:50 PM, the client computers in the Young Readers, News Room, and General Access areas of the library lock and do not permit access to the Internet.



Schedule A Daily Event – Group General Access

When will this event occur?

□ Sun ☑ Mon ☑ Tue ☑ Wed ☑ Thu ☑ Fri ☑ Sat

Time

From 8 : 50 PM

Until 11 : 55 PM

Edit Settings – Group General Access

Login Mode

Guest mode

Filtering Mode

○ Unfiltered
○ Audit
○ Filtered
○ Allow Only
○ Local Sites Only
● Locked

Dave sets the filtering mode to Locked

Index

Symantec™ Web Security

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Company Name ____

Street Address (No P.O. Boxes, Please) _____________________________________

City ______________________________________ State _______ Zip/Postal Code _____________

Country* ______________________________ Daytime Phone ____________________________

Software Purchase Date ____

*This offer limited to U.S., Canada, and Mexico. Outside North America, contact your local Symantec office or distributor.

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Shipping & Handling	$ 9.95
TOTAL DUE	______

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